

TERMS AND CONDITIONS

Last Updated: March 7, 2025

1. INTRODUCTION

Welcome to Snapzi™ ("Company", "we", "our", or "us"). These Terms and Conditions ("Terms") govern your access to and use of our services, including our website, mobile application, and any related services (collectively, the "Services").

By accessing or using our Services, you agree to be bound by these Terms. If you do not agree to these Terms, please do not use our Services.

2. DEFINITIONS

"Account" means a registered account with us that allows you to access and use our Services.

"Content" means any information, text, graphics, photos, or other materials uploaded, downloaded, or appearing on our Services.

"User", "you", or "your" refers to the person accessing or using our Services.

"Products" refers to the fruits, vegetables, groceries, and other items available for purchase through our Services.

3. ELIGIBILITY

To use our Services, you must be at least 18 years old and capable of forming a legally binding contract. By using our Services, you represent and warrant that you meet these requirements.

4. ACCOUNT REGISTRATION

4.1 Registration Process

To use certain features of our Services, you may need to register for an Account. During registration, you must provide accurate, current, and complete information about yourself.

4.2 Account Security

You are responsible for maintaining the confidentiality of your Account credentials and for all activities that occur under your Account. You agree to immediately notify us of any unauthorized use of your Account or any other breach of security.

4.3 Account Termination

We reserve the right to suspend or terminate your Account at our sole discretion, without notice, for conduct that we determine violates these Terms or is harmful to other Users, us, or third parties, or for any other reason.

5. SERVICES AND PRODUCTS

5.1 Service Description

Snapzi provides an online platform for the purchase and delivery of fruits, vegetables, and groceries in Nanded, Maharashtra, with plans to expand throughout India.

5.2 Product Availability

We strive to maintain accurate product information, including pricing and availability. However, we do not guarantee the availability of any Product displayed on our Services. We reserve the right to limit the quantities of any Products that you may purchase.

5.3 Product Descriptions

We attempt to be as accurate as possible in describing our Products. However, we do not warrant that Product descriptions, images, or other content on our Services are accurate, complete, reliable, current, or error-free.

5.4 Pricing and Payment

All prices are listed in Indian Rupees (INR). We reserve the right to change prices for Products at any time. Payment can be made via Cash on Delivery and UPI (as available). By placing an order, you agree to pay the designated amount in full.

5.5 Delivery

We aim to deliver Products within the timeframe specified at checkout. However, delivery times are estimates and not guarantees. We are not responsible for delays caused by unforeseen circumstances or factors outside our control.

6. ORDER PLACEMENT AND FULFILLMENT

6.1 Order Acceptance

Your order constitutes an offer to purchase Products from us. We reserve the right to accept or decline your order at our discretion.

6.2 Order Cancellation

You may cancel an order before it is processed for delivery. Once an order is processed, cancellation may not be possible. Please refer to our Return and Refund Policy for more information.

6.3 Order Modification

Requests to modify orders must be made promptly after placing the order. We cannot guarantee that we will be able to accommodate modification requests.

7. USER CONDUCT

You agree not to:

- Use our Services for any illegal purpose or in violation of any laws
- Impersonate any person or entity or falsely state or misrepresent your affiliation with a person or entity
- Interfere with or disrupt our Services or servers or networks connected to our Services
- Attempt to gain unauthorized access to any portion of our Services or any other accounts, computer systems, or networks connected to our Services
- Use any robot, spider, site search/retrieval application, or other automated device to retrieve or index any portion of our Services
- Harvest or collect information about other users without their consent
- Upload, post, email, transmit, or otherwise make available any Content that is unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, or otherwise objectionable

8. INTELLECTUAL PROPERTY

8.1 Our Intellectual Property

Our Services and all Content, features, and functionality thereof, including but not limited to text, graphics, logos, icons, images, audio clips, digital downloads, data compilations, software, and the design, selection, and arrangement thereof, are owned by us, our licensors, or other

providers and are protected by Indian and international copyright, trademark, patent, trade secret, and other intellectual property or proprietary rights laws.

8.2 Limited License

Subject to your compliance with these Terms, we grant you a limited, non-exclusive, non-transferable, non-sublicensable license to access and use our Services for your personal, non-commercial use.

8.3 Restrictions

You shall not:

- Modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information, software, products, or services obtained from our Services
- Use any Content for commercial purposes without our express written consent
- Remove any copyright, trademark, or other proprietary notices from our Services or any Content
- Frame or mirror any part of our Services without our express written consent

9. USER CONTENT

9.1 User Submissions

Any Content, including reviews, comments, or feedback that you submit to our Services ("User Content") remains your property. However, by submitting User Content, you grant us a worldwide, non-exclusive, royalty-free, perpetual, irrevocable, and fully sublicensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, and display such User Content in any media.

9.2 User Content Representations

You represent and warrant that:

- You own or control all rights to the User Content you submit
- All User Content is accurate and not misleading
- Use of your User Content will not violate these Terms or infringe upon or violate the rights of any third party

10. DISCLAIMERS AND LIMITATIONS OF LIABILITY

10.1 Disclaimer of Warranties

OUR SERVICES AND PRODUCTS ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT ANY WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

10.2 Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL WE, OUR AFFILIATES, OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATING TO YOUR USE OF OR INABILITY TO USE OUR SERVICES OR PRODUCTS.

10.3 Cap on Liability

OUR TOTAL LIABILITY TO YOU FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THESE TERMS OR YOUR USE OF OUR SERVICES OR PRODUCTS SHALL NOT EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCTS GIVING RISE TO SUCH LIABILITY.

11. INDEMNIFICATION

You agree to indemnify, defend, and hold harmless us, our affiliates, and their respective officers, directors, employees, and agents from and against any and all claims, liabilities, damages, losses, costs, expenses, or fees (including reasonable attorneys' fees) arising from or relating to:

- Your use of our Services
- Your violation of these Terms
- Your violation of any rights of another
- Your User Content

12. DISPUTE RESOLUTION

12.1 Informal Resolution

Before filing a claim against us, you agree to try to resolve the dispute informally by contacting us. We'll try to resolve the dispute informally by contacting you via email.

12.2 Mediation

If a dispute cannot be resolved informally, you and we agree to first try to resolve the dispute through mediation in Nanded, Maharashtra, India, in accordance with the mediation rules of the Indian Institute of Arbitration and Mediation.

12.3 Governing Law

These Terms shall be governed by and construed in accordance with the laws of Maharashtra, India, without regard to its conflict of law principles.

12.4 Jurisdiction

Any legal action or proceeding arising out of or relating to these Terms shall be instituted exclusively in the courts of Nanded, Maharashtra, India, and you consent to the personal jurisdiction of such courts.

13. CHANGES TO THESE TERMS

We reserve the right to modify these Terms at any time. If we make changes, we will provide notice by posting the updated Terms on our Services and updating the "Last Updated" date. Your continued use of our Services after such notice constitutes your acceptance of the revised Terms.

14. TERMINATION

We may terminate or suspend your access to our Services immediately, without prior notice or liability, for any reason whatsoever, including, without limitation, if you breach these Terms. All provisions of these Terms that by their nature should survive termination shall survive, including, without limitation, ownership provisions, warranty disclaimers, indemnity, and limitations of liability.

15. GENERAL PROVISIONS

15.1 Entire Agreement

These Terms constitute the entire agreement between you and us regarding our Services and supersede all prior and contemporaneous agreements, proposals, or representations, written or oral, concerning our Services.

15.2 Waiver

Our failure to enforce any right or provision of these Terms will not be considered a waiver of such right or provision. The waiver of any such right or provision will be effective only if in writing and signed by our authorized representative.

15.3 Severability

If any provision of these Terms is held to be invalid or unenforceable, such provision shall be struck, and the remaining provisions shall be enforced to the fullest extent under law.

15.4 Assignment

You may not assign these Terms without our prior written consent. We may assign these Terms at our sole discretion.

15.5 Contact Information

For questions about these Terms, please contact us at:

Snapzi™

Nanded, Maharashtra, India

Email: [care@snapzi.in]

Phone: [8421889025]

16. ACKNOWLEDGMENT

BY USING OUR SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS, UNDERSTAND THEM, AND AGREE TO BE BOUND BY THEM.

PRIVACY POLICY

Last Updated: March 7, 2025

1. INTRODUCTION

Snapzi™ ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use our website, mobile application, and related services (collectively, the "Services").

Please read this Privacy Policy carefully. By accessing or using our Services, you acknowledge that you have read, understood, and agree to be bound by this Privacy Policy. If you do not agree with our policies and practices, please do not use our Services.

2. INFORMATION WE COLLECT

We collect several types of information from and about users of our Services:

2.1 Personal Information

Personal Information is information that identifies you as an individual or relates to an identifiable individual. We may collect the following types of Personal Information:

- **Contact Information:** Name, email address, postal address, phone number
- **Account Information:** Username, password, account preferences
- **Payment Information:** Credit card details, bank account information, UPI ID
- **Delivery Information:** Delivery address, delivery instructions, preferred delivery time
- **Identity Verification Information:** Government-issued identification details (when required by law)

2.2 Non-Personal Information

Non-Personal Information is information that does not directly identify you. We may collect the following types of Non-Personal Information:

- **Device Information:** IP address, browser type, operating system, device type
- **Usage Information:** Pages visited, time spent on pages, clicks, search queries
- **Location Information:** General location based on IP address or more precise location if you grant permission
- **Log Data:** Server logs, error reports, performance data
- **Cookies and Similar Technologies:** Information collected through cookies, web beacons, and similar technologies

3. HOW WE COLLECT INFORMATION

We collect information in the following ways:

3.1 Information You Provide to Us

We collect information that you provide directly to us when you:

- Register for an account
- Place an order
- Update your profile
- Contact customer support
- Participate in surveys or promotions
- Submit reviews or ratings
- Communicate with us

3.2 Information Collected Automatically

When you use our Services, we may automatically collect certain information about your device and your interaction with our Services through cookies, web beacons, and other technologies.

This information may include:

- Browser and device characteristics
- Operating system
- Language preferences
- Referring URLs
- Device identifiers
- Information about your use of our Services

3.3 Information from Third Parties

We may receive information about you from third parties, including:

- Business partners
- Service providers
- Payment processors
- Identity verification services

4. HOW WE USE YOUR INFORMATION

We may use the information we collect about you for various purposes, including to:

4.1 Provide and Improve Our Services

- Process and fulfill your orders
- Maintain and service your account
- Provide customer support
- Improve our Services
- Develop new products and services
- Personalize your experience

4.2 Communications

- Send transactional messages about your orders
- Respond to your inquiries
- Send promotional messages about our products and services (with your consent)
- Conduct surveys or request feedback

4.3 Marketing and Advertising

- Deliver targeted advertisements
- Measure the effectiveness of advertisements
- Analyze user behavior to optimize marketing strategies
- Manage promotions and reward programs

4.4 Legal and Security

- Comply with legal obligations
- Enforce our Terms and Conditions
- Protect our rights, privacy, safety, or property
- Detect, prevent, and address fraud, security issues, or technical issues

5. HOW WE SHARE YOUR INFORMATION

We may share your information in the following circumstances:

5.1 Service Providers

We may share your information with third-party service providers who perform services on our behalf, such as:

- Payment processing
- Order fulfillment and delivery
- Customer service
- Data analysis
- Marketing and advertising

- IT and related services

These service providers are restricted from using your information for any purpose other than providing services to us.

5.2 Business Transfers

If we are involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of all or a portion of our assets, your information may be transferred as part of that transaction.

5.3 Legal Requirements

We may disclose your information if required to do so by law or in response to valid requests by public authorities (e.g., a court or government agency).

5.4 Protection of Rights

We may disclose your information to protect our rights, privacy, safety, or property, or that of our customers or others.

5.5 With Your Consent

We may share your information with third parties when you have given us your consent to do so.

6. DATA RETENTION

We will retain your Personal Information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. We will also retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

7. DATA SECURITY

We have implemented appropriate technical and organizational measures to protect the security of your information. However, please be aware that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee its absolute security.

8. YOUR RIGHTS AND CHOICES

Depending on your location, you may have certain rights regarding your Personal Information, including:

8.1 Access and Update

You can access and update certain information about yourself through your account settings or by contacting us.

8.2 Data Portability

You may have the right to receive a copy of your Personal Information in a structured, machine-readable format.

8.3 Deletion

You may request that we delete your Personal Information, subject to certain exceptions provided by law.

8.4 Objection and Restriction

You may have the right to object to or restrict certain processing of your Personal Information.

8.5 Withdrawal of Consent

Where we rely on your consent to process your Personal Information, you have the right to withdraw your consent at any time.

To exercise these rights, please contact us using the information provided in the "Contact Us" section below. We may request specific information from you to help us confirm your identity and process your request.

9. COOKIES AND SIMILAR TECHNOLOGIES

9.1 What Are Cookies

Cookies are small data files that are placed on your device when you visit a website. They are widely used to make websites work more efficiently and provide information to the website owners.

9.2 How We Use Cookies

We use cookies and similar technologies for various purposes, including:

- **Essential Cookies:** Required for the operation of our Services
- **Analytical Cookies:** Help us understand how users interact with our Services
- **Functional Cookies:** Enable enhanced functionality and personalization
- **Marketing Cookies:** Track users across websites to display targeted advertisements

- **Preference Cookies:** Remember your preferences and product interests

9.3 Your Cookie Choices

Most web browsers allow you to control cookies through their settings. However, if you reject cookies, you may not be able to use all features of our Services.

For more detailed information about cookies and how we use them, please refer to our Cookie Policy.

10. INTERNATIONAL DATA TRANSFERS

Your information may be transferred to, and processed in, countries other than the country in which you reside. These countries may have data protection laws that are different from the laws of your country.

By using our Services, you consent to the transfer of your information to countries outside of India, including countries that may not have the same data protection laws as India.

11. CHILDREN'S PRIVACY

Our Services are not directed to children under the age of 18, and we do not knowingly collect Personal Information from children under the age of 18. If you are a parent or guardian and believe that your child has provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from children without verification of parental consent, we will take steps to remove that information from our servers.

12. THIRD-PARTY LINKS AND SERVICES

Our Services may contain links to third-party websites and services. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party websites or services. We encourage you to review the privacy policies of any third-party websites or services that you visit.

13. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will post the revised Privacy Policy on our Services and update the "Last Updated" date. Your continued use of our Services after the effective date of the revised Privacy Policy constitutes your acceptance of the revised Privacy Policy.

14. CONTACT US

If you have any questions, concerns, or requests regarding this Privacy Policy or our privacy practices, please contact us at:

Snapzi™

Nanded, Maharashtra, India

Email: [care@snapzi.in]

Phone: [8421889025]

15. ADDITIONAL INFORMATION FOR INDIAN USERS

15.1 Compliance with Indian Laws

We comply with applicable Indian data protection laws, including the Information Technology Act, 2000, and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011.

15.2 Sensitive Personal Data or Information

Under Indian law, Sensitive Personal Data or Information includes passwords, financial information, health information, biometric information, and other similar information. We take additional precautions to protect such information.

15.3 Grievance Officer

In accordance with the Information Technology Act, 2000, we have appointed a Grievance Officer to address any complaints or concerns you may have:

Grievance Officer

Snapzi™

Nanded, Maharashtra, India

Email: [care@snapzi.in]

Phone: [8421889025]

The Grievance Officer will redress your grievances in a timely manner and, in any event, within one month from the date of receipt of your grievance.

COOKIE POLICY

Last Updated: March 7, 2025

1. INTRODUCTION

This Cookie Policy explains how Snapzi™ ("we," "our," or "us") uses cookies and similar technologies when you visit our website or use our mobile application (collectively, the "Services"). This Cookie Policy should be read together with our Privacy Policy and Terms and Conditions.

By continuing to browse or use our Services, you agree to our use of cookies and similar technologies as described in this Cookie Policy.

2. WHAT ARE COOKIES

Cookies are small text files that are stored on your device (computer, tablet, or mobile phone) when you visit certain websites or use certain applications. Cookies are widely used to make websites and applications work, or work more efficiently, and to provide information to the owners of the site or application.

Cookies perform various functions, such as remembering your preferences, storing your shopping cart items, and helping us understand how you use our Services, which helps us improve your experience.

3. TYPES OF COOKIES WE USE

We use the following types of cookies:

3.1 Essential Cookies

These cookies are necessary for the operation of our Services. They enable core functionality such as security, network management, and account authentication. You cannot opt out of these cookies as our Services would not function properly without them.

Examples of essential cookies:

- Session cookies for managing user sessions
- Security cookies for detecting authentication abuses
- Load balancing cookies for server allocation

3.2 Functional Cookies

These cookies enable us to provide enhanced functionality and personalization. They may be set by us or by third-party providers whose services we have added to our Services.

Examples of functional cookies:

- Cookies that remember your language or region preference
- Cookies that remember your login information
- Cookies that remember items you have placed in your shopping cart

3.3 Analytical/Performance Cookies

These cookies allow us to recognize and count the number of visitors to our Services and see how visitors move around our Services. This helps us improve the way our Services work, for example, by ensuring that users find what they are looking for easily.

Examples of analytical cookies:

- Cookies that track which pages are most popular
- Cookies that record how long you spend on each page
- Cookies that record any difficulties you experience while using our Services

3.4 Targeting/Advertising Cookies

These cookies are used to deliver advertisements more relevant to you and your interests. They are also used to limit the number of times you see an advertisement and help measure the effectiveness of advertising campaigns.

Examples of targeting cookies:

- Cookies that show you relevant advertisements based on your browsing history
- Cookies that help us determine how many times you have seen a particular advertisement
- Cookies that help us determine the effectiveness of an advertising campaign

3.5 Preference Cookies

These cookies specifically store your product preferences and order history to enhance your shopping experience and provide personalized recommendations.

Examples of preference cookies:

- Cookies that remember your frequently ordered items
- Cookies that track seasonal purchase patterns
- Cookies that monitor order frequency to predict restocking needs

4. THIRD-PARTY COOKIES

Some cookies are placed by third parties on our Services. These third parties may include:

- Analytics providers (such as Google Analytics)
- Advertising networks
- Social media platforms
- Payment processors
- Delivery tracking services

We do not control these third parties or their use of cookies. Please refer to the privacy and cookie policies of these third parties for more information about their cookies and how you can manage them.

5. HOW LONG COOKIES REMAIN ON YOUR DEVICE

Cookies can remain on your device for varying lengths of time:

- **Session Cookies:** These are temporary cookies that exist only during your browser session. They are deleted when you close your browser.
- **Persistent Cookies:** These remain on your device after you close your browser, until they expire or you delete them. Persistent cookies enable our Services to recognize you when you return and provide a more personalized experience.

The length of time a cookie will remain on your device depends on its purpose and the settings of your browser. Most cookies we use are designed to remain on your device for up to 12 months.

6. COOKIE MANAGEMENT

6.1 Browser Settings

Most web browsers allow you to manage your cookie preferences. You can:

- Delete cookies from your device
- Block cookies by activating the setting on your browser that allows you to refuse all or some cookies
- Set your browser to notify you when you receive a cookie

Please note that if you choose to block all cookies (including essential cookies), you may not be able to access all or parts of our Services and your user experience may be severely limited.

6.2 How to Manage Cookies in Popular Browsers

Google Chrome

1. Click on the three dots in the top right corner
2. Select "Settings"
3. Click on "Privacy and security"
4. Click on "Cookies and other site data"
5. Choose your preferred settings

Mozilla Firefox

1. Click on the three lines in the top right corner
2. Select "Options" (Windows) or "Preferences" (Mac)
3. Click on "Privacy & Security"
4. Under "Cookies and Site Data," choose your preferred settings

Safari

1. Click on "Safari" in the menu bar
2. Select "Preferences"
3. Click on the "Privacy" tab
4. Choose your preferred settings

Microsoft Edge

1. Click on the three dots in the top right corner
2. Select "Settings"
3. Click on "Cookies and site permissions"
4. Click on "Cookies and site data"
5. Choose your preferred settings

6.3 Mobile Applications

For our mobile applications, you can adjust your privacy settings through your device settings. Please refer to your device's help documentation for more information.

7. OUR USE OF COOKIES

7.1 Purpose of Cookies

We use cookies for various purposes, including:

- **Authentication:** To identify you when you visit our Services and as you navigate our Services

- **Shopping Cart:** To remember the products you have placed in your shopping cart
- **Personalization:** To store information about your preferences and personalize our Services for you
- **Security:** To protect user data from unauthorized access
- **Analytics:** To analyze the use and performance of our Services
- **Advertising:** To deliver relevant advertisements to you and measure their effectiveness

7.2 Specific Use of Cookies in our Services

Essential Functionality

- Maintaining your session while you browse our Services
- Enabling secure checkout processes
- Managing server load during high traffic periods

User Experience Enhancement

- Remembering your delivery address and payment preferences
- Storing your product preferences for future visits
- Tracking your order history to facilitate reordering

Performance Monitoring

- Analyzing which products are most popular
- Identifying peak usage times
- Monitoring app performance across different devices

Marketing and Business Development

- Understanding customer shopping patterns
- Measuring the effectiveness of promotions
- Optimizing product inventory based on customer interest

8. DATA COLLECTION THROUGH COOKIES

The information we collect through cookies may include:

- IP address
- Device information (type, operating system, browser)
- Location data
- Pages visited and time spent
- Products viewed and purchased
- Referral source
- Search queries
- User preferences and settings

This information helps us understand how you use our Services, which allows us to improve your experience and provide more relevant content and offers.

9. CHANGES TO THIS COOKIE POLICY

We may update this Cookie Policy from time to time to reflect changes in our practices, technology, or legal requirements. We will post the revised Cookie Policy on our Services and update the "Last Updated" date. Your continued use of our Services after the effective date of the revised Cookie Policy constitutes your acceptance of the revised Cookie Policy.

10. CONTACT US

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Snapzi™

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RETURN AND REFUND POLICY

Last Updated: March 7, 2025

1. INTRODUCTION

At Snapzi™ ("we," "our," or "us"), we strive to provide high-quality products and excellent customer service. This Return and Refund Policy outlines the procedures and conditions for returns, replacements, and refunds when you purchase products through our website, mobile application, or other services (collectively, the "Services").

Please read this policy carefully before making a purchase. By placing an order with us, you acknowledge that you have read, understood, and agree to be bound by this Return and Refund Policy.

2. ELIGIBILITY FOR RETURNS AND REFUNDS

2.1 Quality Issues

You may be eligible for a return, replacement, or refund if:

- The product is damaged, defective, or spoiled
- The product is significantly different from what was described or displayed
- The product is incorrect or incomplete (wrong item delivered)
- The product is past its expiration date or not fit for consumption

2.2 Time Frame

To be eligible for a return, replacement, or refund due to quality issues, you must notify us:

- For perishable items (fruits, vegetables, dairy, etc.): Within 24 hours of delivery
- For packaged and non-perishable items: Within 7 days of delivery

2.3 Return Ineligibility

The following items are generally not eligible for return:

- Products that have been consumed or partially consumed (except in cases of quality issues)
- Products with broken seals or tampered packaging (except when delivered in that condition)
- Personal hygiene products, once opened
- Items specifically marked as non-returnable

RETURN AND REFUND POLICY

Last Updated: March 7, 2025

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3. RETURN AND REFUND PROCESS

3.1 Initiating a Return To initiate a return or request a refund:

1. Contact our customer support team through the Snapzi mobile application, website, or by calling our customer service number
2. Provide your order number, details of the item(s) you wish to return, and the reason for return
3. If requested, provide clear photographs showing the issue with the product

3.2 Inspection and Verification Upon receiving your return request:

1. Our customer service representative may schedule a verification call or visit, depending on the nature of the issue
2. We may request photographs or other evidence of the issue
3. We will review your request and verify eligibility based on this policy and the condition of the product

3.3 Collection of Returned Items For approved returns:

1. We will arrange for the collection of the item(s), if necessary
2. You must ensure that the product is in the same condition as received, with all original packaging where applicable
3. Our delivery personnel will collect the item(s) from the delivery address

3.4 Processing Time We aim to process return requests within the following timeframes:

- Initial response to return request: Within 24 hours
- Verification and approval decision: Within 48 hours
- Refund processing (after approval): Within 5-7 business days

4. REFUND OPTIONS

4.1 Refund Methods Depending on the circumstances and your preference, we may offer:

- **Replacement:** A new product of the same type delivered with your next order or as a separate delivery
- **Store Credit:** Credit added to your Snapzi account for future purchases
- **Cash Refund:** Refund to your original payment method

4.2 Original Payment Method Refunds Refunds to the original payment method will be processed as follows:

- **Cash on Delivery (COD):** Refund will be processed through UPI or bank transfer to your designated account
- **UPI Payments:** Refund will be processed to the same UPI ID used for payment

4.3 Refund Amount The refund amount will include:

- The cost of the returned product(s)
- Applicable taxes on the returned product(s) Delivery charges are generally non-refundable, except in cases where the entire order is being returned due to our error.

5. EXCHANGES

5.1 Exchange Eligibility You may exchange a product for another product of the same value if:

- The original product meets the criteria for returns in Section 2.1
- The replacement product is available in our inventory
- The exchange request is made within the timeframes specified in Section 2.2

5.2 Exchange Process To exchange a product:

1. Follow the return process outlined in Section 3
2. Indicate your preference for an exchange instead of a refund
3. Specify the product you wish to receive as a replacement
4. If the replacement product is of higher value than the original, you will need to pay the difference
5. If the replacement product is of lower value than the original, we will refund the difference

6. CANCELLATIONS

6.1 Order Cancellation You may cancel an order under the following conditions:

- Before the order is processed and confirmed: Full refund with no cancellation fee
- After confirmation but before dispatch: Full refund less a 5% cancellation fee
- After dispatch: Orders cannot be cancelled once dispatched, but you may refuse delivery and the return process will apply

6.2 Cancellation Process To cancel an order:

1. Log into your Snapzi account and select the order you wish to cancel
2. Select the "Cancel Order" option, if available
3. If the "Cancel Order" option is not available, contact our customer support team immediately
4. Provide your order number and reason for cancellation

7. SPECIFIC PRODUCT CATEGORIES

7.1 Fresh Fruits and Vegetables For fresh produce:

- Returns are accepted if items are damaged, spoiled, of poor quality, or significantly different from what was expected
- Photographic evidence of the condition may be required
- Replacements or refunds will be provided based on verification of the issue

7.2 Dairy Products For dairy items:

- Returns are accepted if products are spoiled, damaged, or expired at the time of delivery
- Issues must be reported within 24 hours of delivery
- Replacements will be prioritized for dairy products whenever possible

7.3 Packaged Goods For packaged items:

- Returns are accepted for damaged packaging, expired products, or incorrect items
- Original packaging must be intact, unless the damage is the reason for return
- Manufacturer defects will be addressed according to the manufacturer's warranty policy

8. DELIVERY ISSUES

8.1 Late Deliveries In case of late delivery:

- If we fail to deliver within the promised time slot, you may be eligible for a delivery charge waiver on your next order
- Significant delays (more than 2 hours beyond the promised time slot) may qualify for additional compensation or a discount on your order

8.2 Missed Deliveries If a delivery attempt was made but unsuccessful:

- Due to customer unavailability: A redelivery may be arranged at an additional charge
- Due to our error: We will reschedule the delivery at no additional cost

8.3 Partial Deliveries In case of partial delivery:

- Missing items will be delivered in a follow-up delivery at no additional charge
- Alternatively, a refund will be provided for the missing items

9. QUALITY GUARANTEE

9.1 Satisfaction Guarantee We are committed to providing high-quality products. If you are not satisfied with the quality of any product:

1. Notify us within the timeframes specified in Section 2.2
2. Provide details about why the product did not meet your expectations
3. We will review your concerns and offer an appropriate solution

9.2 Price Match If you find a product we delivered available at a lower price from a verified local competitor on the same day:

1. Notify us within 24 hours of delivery
2. Provide evidence of the lower price
3. We may refund the difference in the form of store credit

10. CUSTOMER SUPPORT

For all return, refund, or exchange inquiries, please contact our dedicated customer support team:

- Via the Snapzi mobile application or website
- Through email at [care@snapzi.in]
- By phone at [8421889025]
- Customer support hours: [8:00 AM to 10:00 PM, 7 days a week]

11. ABUSE PREVENTION

11.1 Return Monitoring We monitor return patterns and reserve the right to:

- Limit or refuse returns if we detect abuse of our return policy

- Suspend or terminate accounts that show patterns of excessive returns without valid reasons
- Request additional verification for frequent return requests

11.2 Fraud Prevention To prevent fraudulent returns:

- We may take photographs at the time of delivery as proof of condition
- We may record the condition of high-value items before delivery
- We verify all return requests against our delivery records

12. MODIFICATIONS TO THIS POLICY

12.1 Policy Updates We reserve the right to modify this Return and Refund Policy at any time:

- Changes will be effective immediately upon posting to our website or mobile application
- The "Last Updated" date at the top of this policy will indicate when the most recent changes were made
- Your continued use of our Services after such modifications constitutes your acceptance of the updated policy

12.2 Notification of Changes For significant changes to this policy:

- We may notify you via email or through a notification on our website or mobile application
- We recommend reviewing this policy periodically to stay informed of any updates

13. CONTACT INFORMATION

If you have any questions about our Return and Refund Policy, please contact us:

- By email: [care@snapzi.in]
- By phone: [8421889025]
- By mail: [I. S. Modi Building, Old Mondha Nanded]

14. LEGAL INFORMATION

14.1 Governing Law This Return and Refund Policy shall be governed by and construed in accordance with the laws of Maharashtra, India, without regard to its conflict of law provisions.

14.2 Dispute Resolution Any disputes arising under this policy shall be resolved through mediation in accordance with the laws of Maharashtra, India.

14.3 Severability If any provision of this Return and Refund Policy is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this policy shall otherwise remain in full force and effect.

14.4 Entire Agreement This Return and Refund Policy, together with our Terms of Service and Privacy Policy, constitutes the entire agreement between you and Snapzi™ regarding the subject matter hereof.

Eligibility for Returns

- **Quality Issues:** Returns accepted for damaged, defective, incorrect, or spoiled products
- **Time Frame:**
 - Perishable items: Within 24 hours of delivery

- Non-perishable items: Within 7 days of delivery
- **Ineligible Items:** Consumed products, opened hygiene products, items with broken seals (unless delivered that way)

Return Process

1. Contact customer support via app, website, or phone with order details
2. Provide evidence of the issue (photos may be requested)
3. Customer service will verify eligibility
4. Snapzi will arrange collection of returned items
5. Processing timeframes:
 - Initial response: Within 24 hours
 - Verification decision: Within 48 hours
 - Refund processing: Within 5-7 business days

Refund Options

- **Replacement:** New product delivered with next order
- **Store Credit:** Added to Snapzi account
- **Cash Refund:** To original payment method (COD via UPI/bank transfer)
- **Refund Amount:** Includes product cost and applicable taxes (delivery charges generally non-refundable)

Product-Specific Policies

- **Fresh Produce:** Returns for damaged/spoiled items (photo evidence may be required)
- **Dairy Products:** Must report issues within 24 hours
- **Packaged Goods:** Accepted for damaged packaging or expired products

Cancellations

- Before processing: Full refund
- After confirmation but before dispatch: Full refund minus 5% fee
- After dispatch: Cannot cancel, but may refuse delivery

Additional Features

- **Late Delivery Compensation:** Delivery charge waiver for next order
- **Quality Guarantee:** Report quality concerns within eligibility time frame
- **Price Match:** Store credit for price differences with verified local competitors

Customer Support

- Available via app, website, email, or phone
- Hours: 8:00 AM to 10:00 PM, 7 days a week

This policy was last updated on March 7, 2025, and is governed by the laws of Maharashtra, India.

Missing or Additional Legal Points:

1. Shipping & Delivery Policy (Separate Document)

- **Delivery Delays & Compensation:** Clearly state whether compensation (discounts, free delivery, or refunds) is provided for delivery delays.
- **Delivery Partner Responsibility:** Define liability in case of third-party delivery service delays.
- **Redelivery Fees:** Mention if additional charges apply for redelivery attempts.

2. Refund Policy Enhancements

- **Weight & Quantity Discrepancies:** If an order has missing or incorrect weight-based items, include a process for refund adjustments.
- **Cold Storage & Temperature-Controlled Items:** Include refund/replacement conditions for perishable items that require refrigeration.
- **Partial Refunds:** If only some items in an order are eligible for a refund, clarify how the refund amount is calculated.

3. Data Protection & Security (Under Privacy Policy)

- **Data Sharing with Third Parties:** Explicitly mention how customer data is shared with logistics, payment processors, and marketing platforms.
- **Customer Opt-Out for Data Collection:** Provide customers with an option to opt out of non-essential data tracking.

4. Loyalty & Subscription Program Terms

- If Snapzi introduces loyalty points or subscription services (like Zepto Pass or BB Star), there should be:
 - **Subscription Cancellation & Refund Rules**
 - **Auto-renewal terms**
 - **Point Expiry & Redemption Rules**

5. User-Generated Content (UGC) Policy

- If Snapzi allows customer reviews or ratings, specify:
 - **Prohibited Content:** No fake reviews, offensive language, or misleading claims.
 - **Review Moderation:** Right to edit, hide, or delete misleading or offensive reviews.

6. Discounts, Offers & Promotions Policy

- Clarify terms on:
 - **Minimum order value for discounts**
 - **Coupon expiry & one-time use rules**

- **Discounts on returns (adjusted refund amount if a discount was applied)**

7. Force Majeure Clause (Under Terms & Conditions)

- Protect Snapzi from legal liability in case of **natural disasters, pandemics, government regulations, or labor strikes** affecting service delivery.

8. Compliance with India's E-Commerce Laws

- Ensure **compliance with the Consumer Protection (E-Commerce) Rules, 2020**, such as:
 - **Mandatory Customer Support Timelines**
 - **Seller Verification & KYC (if Snapzi allows third-party sellers)**
 - **Customer Grievance Redressal Timelines**