

## Order Cancellation / Return / Replace Policy for Milk and Milk Products Distributors App\*\*

Last Updated: 22/01/2024

### 1. **Order Cancellation Policy :**

As a general rule Buyer shall not be entitled to cancel order once placed. Buyers may choose to cancel an order only within 15 minutes of the order being placed. However, subject to the buyer's previous cancelation history,( Dhenuh Milk Bazar App) reserves the right to deny any refund to the Buyer pursuant to a cancelation initiated by the Buyer even if the same is within 15 minutes followed by suspension of account, as may be necessary in the sole discretion of,( Dhenuh Milk Bazar App )

If the Buyer cancels his / her order after 15 minutes of placing it, ( Dhenuh Milk Bazar App ) shall have a right to collect a penalty of 100% of the order amount of breach of contract terms as compensation for the damages suffered by the,( Dhenuh Milk Bazar App), with right to either not to refund the order value in case Buyers order is prepaid or recover from the Buyer subsequent order in case his /her order is post paid, to compensate the Vendor/ Merchants.

In case of cancellation for the reason attributed to,( Dhenuh Milk Bazar App ) or any Vendor/ Merchant, ( Dhenuh Milk Bazar App ) shall not collect any penalty from the Buyer.

To cancel an order, vendors must log in to their account, navigate to the order history, and follow the cancellation process.

Orders cannot be canceled once the milk producer has started processing or fulfilling the order.

( Dhenuh Milk Bazar App) shall not held liable either directly or indirectly for the quality of any product.

( Dhenuh Milk Bazar App) shall not be directly or indirectly liable for goods covered under the manufacturer warranty /guarantee.

### 2 :- **Refund Policy :-**

Buyer may be entitled to a refund for prepaid orders, ( Dhenuh Milk Bazar App ) retains the right to retain the penalty payable by the Buyer from the refundable amount to him/her . The Buyer shall also be entitled to a refund of proportionate value in the event packaging, process,-----,-----, an item in order or the complete order is either tampered or damaged and the Buyer refuses to accept at the time of delivery for the said reason.

Buyer may be entitled to refund up to 100% of the order value if the concerned Vendor/ Merchant fails to deliver the due to causes attributed to either ( Dhenuh Milk Bazar App )or Vendor/ Merchant, However, such refunds will be assessed on the case to case basis by ( Dhenuh Milk Bazar App )

( Dhenuh Milk Bazar App ) decision on refunds shall be final and binding.

All refund amounts shall be credited to the Buyers account as may be stipulated as per the payment mechanism of the buyer's choice,

( Dhenuh Milk Bazar App ) refund you through the same payment mode used to purchase the product online using Credit Card/Debit Card/Internet Banking/ UPI will be credited back to the account.

( Dhenuh Milk Bazar App ) reserves the right to alter or modify any of the terms and conditions of this policy without assigning any reason or providing intimation whatsoever. ( Dhenuh Milk Bazar App) decision on the above would be final and you shall abide by the same unconditionally.

In any disputes in this regard, the same shall be referred to courts of competent jurisdiction at Mumbai.

### **3. Return Policy:-**

- Returns or replacements are accepted for the following valid reasons:
- Spoiled or expired milk or milk products delivered.
- Incorrect or incomplete order fulfillment by the milk producer.
- Damaged products upon delivery.

### **4. Eligibility for Return:-**

Returns or replacements will be considered only for items that are unused, unopened, and in their original packaging.

- The return or replacement request must be made within the specified timeframe.

### **5. Non-Returnable Items:**

- Products consumed or partially used are not eligible for return or replacement.
- Issues arising from the vendor's negligence, such as improper storage of milk or milk products, will not be considered for return or replacement.

## 6. Return and Replace Timeframe:

- Returns or replacements, when approved, will be processed within 2 days of the request.

## 7. Changes to the Policy:

- [ Dhenuh Milk Bazar App ] reserves the right to modify or update this Order Cancellation / Return / Replace Policy at any time. Vendors will be notified of any changes through the App.

By using the [ Dhenuh Milk Bazar App ] Milk and Milk Products Distributors App, vendors agree to adhere to this policy. It is the responsibility of vendors to review and understand the policy before making any transactions.

