ASHZENMART

TERMS, CONDITIONS & STORE POLICIES

Website: https://ashzenmart.com

A collection of customer-facing policies for the AshZenMart online store.

Before publishing: *Replace all bracketed placeholders with your actual business details and confirm that delivery estimates, return periods, payment methods, and other terms match your real operations. Have the policies reviewed for the laws that apply to your business and customers.*

1. Terms and Conditions

Welcome to AshZenMart! These Terms and Conditions govern your access to and use of our website, products, and services. By accessing our website or placing an order, you agree to comply with these Terms and Conditions. Please read them carefully before using our services.

1. General Information

AshZenMart is an online shopping store offering products to customers through https://ashzenmart.com. Throughout these Terms and Conditions, “we,” “us,” and “our” refer to AshZenMart. “You,” “your,” and “customer” refer to anyone visiting, browsing, or purchasing from our website.

2. Acceptance of Terms

By using our website, you confirm that you are legally capable of entering into a binding agreement; will provide accurate and complete information when placing an order; will use our website only for lawful purposes; and agree to follow these Terms and our other applicable policies. If you disagree with these Terms, please discontinue using our website.

3. Products and Descriptions

We make reasonable efforts to display accurate product descriptions, images, specifications, colors, and prices. Actual product colors may vary depending on your screen or device. Product images may differ slightly from the physical product, and product specifications may change. Availability is subject to stock. Nothing in this section limits rights you may have if a product is materially different from its description or is defective.

4. Pricing and Availability

Prices displayed on AshZenMart may change without prior notice. We may correct pricing or listing errors, modify promotions, discontinue products, and limit quantities where permitted by law. If an order is affected by a material pricing or inventory error, we may contact you to confirm whether you wish to proceed at the corrected price or cancel. If payment has already been collected for an order we cancel, we will arrange an appropriate refund.

5. Orders and Order Acceptance

When placing an order, you agree to provide accurate information, including your name, phone number, email address, shipping address, and payment details. An order confirmation acknowledges receipt of your order but does not necessarily mean the order has been finally accepted for fulfillment. We may reject or cancel orders for product unavailability, payment authorization failure, suspected fraud, inaccurate information, delivery restrictions, or other lawful reasons. We will notify you if we cancel an order and refund any payment collected for it.

6. Payment Terms

Customers must pay using the payment methods made available at checkout. These may include Cash on Delivery, bank transfer, debit or credit cards, and other supported payment methods. Available methods may change. Online payments may be processed by third-party payment providers and are subject to their terms and security procedures.

7. Shipping and Delivery

We aim to process and deliver orders within the estimated period shown at checkout or communicated to you. Delivery estimates are not guarantees and may be affected by courier operations, weather, public holidays, inaccurate address details, or other circumstances beyond our reasonable control. Please review our Shipping and Delivery Policy for further information.

8. Returns and Refunds

Eligible customers may request a return, replacement, or refund in accordance with our Return and Refund Policy and applicable consumer protection laws. Eligibility, time limits, product conditions, and exclusions are explained in that policy. Nothing in our policies is intended to remove mandatory legal rights.

9. User Responsibilities

You agree not to use the website for fraudulent or illegal activities; submit false or misleading information; attempt unauthorized access to our systems; upload malicious software or harmful content; interfere with website functionality; or copy or misuse website content without permission. We may restrict access where legally permitted if a user violates these Terms.

10. Intellectual Property

Website content, including logos, graphics, text, photographs, designs, product descriptions, and other materials, belongs to AshZenMart or its respective licensors unless otherwise stated. You may not reproduce, distribute, modify, or commercially use protected content without prior written permission from its rightful owner.

11. Third-Party Services and Links

Our website may contain links to third-party websites or use external payment gateways, courier services, and other providers. Those services are operated independently. We are not responsible for their content, privacy practices, availability, or services, except to the extent required by law. Review their terms and privacy policies before using them.

12. Limitation of Liability

To the extent permitted by applicable law, AshZenMart is not liable for indirect, incidental, special, or consequential losses arising from use of the website or services. Nothing in these Terms excludes or limits liability, consumer rights, or remedies that cannot legally be excluded or limited.

13. Privacy

We handle personal information in accordance with our Privacy Policy. Information may be processed for order fulfillment, customer support, payment processing, delivery, website operation, and other purposes explained in that policy.

14. Changes to Terms

We may update these Terms when necessary. Updated terms will be published on this page. Your continued use of the website after changes are published indicates acceptance of the updated terms to the extent permitted by law. Please review this page periodically.

15. Governing Law and Disputes

These Terms are governed by the laws of [insert applicable country and jurisdiction], without removing any mandatory consumer protections that apply where you live. Disputes will be handled by the competent courts or dispute resolution bodies in the applicable jurisdiction, subject to mandatory law.

16. Contact Information

Business: AshZenMart
Website: https://ashzenmart.com
Email: [Insert customer support email]
Phone/WhatsApp: [Insert contact number]
Business address: [Insert business address]

2. Privacy Policy

At AshZenMart, we value your privacy and are committed to handling personal information responsibly. This Privacy Policy explains what information we collect, how we use it, when we share it, and the choices and rights that may be available to you.

1. Information We Collect

Depending on how you use the website, we may collect: (a) contact and identity details such as your name, email address, phone number, billing address, and shipping address; (b) order information such as products purchased, order history, transaction references, delivery details, and customer service requests; (c) payment-related information needed to confirm a transaction; and (d) technical information such as IP address, browser type, device information, operating system, website usage, and cookie identifiers.

2. Payment Information

Payments may be processed by third-party payment providers. We generally do not store complete payment card details on our own servers unless this is expressly disclosed and appropriately secured. Payment providers handle payment information under their own terms and privacy notices.

3. How We Use Information

We may use information to process and confirm orders; arrange delivery; send order and service updates; respond to inquiries; process returns and refunds; operate, maintain, and improve the website; prevent fraud and unauthorized transactions; maintain business and transaction records; send promotional communications where permitted; and comply with legal obligations.

4. Sharing Information

We do not sell personal information. We may share relevant information with service providers who help us operate the store, such as courier and delivery companies, payment gateways, website hosting and e-commerce providers, customer support providers, analytics services, and marketing providers where enabled. We may also disclose information to authorities or other parties where required by law or necessary to protect rights, safety, and security. We expect service providers to handle information appropriately and only for authorized purposes.

5. Cookies and Similar Technologies

Our website may use cookies and similar technologies to remember cart items and preferences, enable essential website functions, understand website traffic, improve performance, and support advertising where enabled. You can manage cookies through browser settings and any cookie preference tool provided on the website. Disabling certain cookies may affect website functionality. See our Cookies Policy for more information.

6. Data Security

We use reasonable technical and organizational measures designed to protect personal information against unauthorized access, misuse, alteration, disclosure, or loss. No method of internet transmission or electronic storage is completely secure, so we cannot guarantee absolute security.

7. Data Retention

We retain personal information for as long as reasonably necessary to complete orders, provide support, maintain transaction and accounting records, resolve disputes, meet legal requirements, and protect legitimate business interests. Retention periods depend on the type of information and applicable law.

8. Your Privacy Rights

Depending on your location and applicable law, you may have rights to request access to personal information, correct inaccurate information, request deletion, withdraw consent where processing relies on consent, object to certain processing, opt out of marketing, or obtain information about how your data is used. To make a request, contact us using the details below. We may need to verify your identity before responding.

9. Marketing Communications

We may send promotional emails, offers, and product updates where permitted by law and where any required consent has been obtained. You can opt out using the unsubscribe link or by contacting us. We may still send essential transactional messages about orders, payments, and deliveries.

10. Third-Party Websites and International Transfers

Our website may link to external websites. Their privacy practices are governed by their own policies. Some service providers may process information in countries other than yours. Where required, we will take appropriate steps to protect information during such transfers.

11. Children's Privacy

Our website is not intended to knowingly collect personal information from children in violation of applicable law. If we learn that we have collected such information unlawfully, we will take appropriate steps to address it.

12. Changes and Contact

We may update this Privacy Policy from time to time and publish the revised version on this page. Questions or privacy requests can be sent to: AshZenMart, https://ashzenmart.com, Email: [Insert customer support email], Phone/WhatsApp: [Insert contact number], Address: [Insert business address].

3. Shipping and Delivery Policy

Thank you for shopping with AshZenMart. We work to process orders carefully and deliver them safely. This policy explains our order processing, delivery estimates, shipping charges, and what to do if a shipment has a problem.

1. Order Processing

Orders are generally processed within [1–3 business days] after placement and verification. Processing may take longer during public holidays, sales events, high-volume periods, or unexpected operational delays. We will notify customers if a significant delay is known.

2. Delivery Estimates

Estimated delivery times (to be confirmed for your actual courier and service areas) are: major cities [2–5 business days]; other serviceable areas [4–7 business days]; remote areas [additional time may apply]. These are estimates, not guaranteed delivery dates. Actual timing depends on location, courier capacity, and other circumstances.

3. Shipping Charges

Shipping charges will be displayed at checkout or communicated before order confirmation. Charges may depend on delivery location, parcel size or weight, courier service, and special delivery requirements. Any additional charges will be disclosed before the order is confirmed.

4. Tracking

Where tracking is available, we may send tracking information by email, SMS, WhatsApp, or another communication channel. Use the provided details to check shipment progress.

5. Delivery Information and Attempts

Customers are responsible for providing a complete and accurate delivery address and reachable contact number. If information is incorrect or incomplete, delivery may be delayed or unsuccessful. Courier companies may make delivery attempts under their own procedures. If delivery fails because the recipient is unavailable or unreachable, the courier may reschedule or return the parcel. Any additional charges will be handled in accordance with applicable law and disclosed terms.

6. Damaged, Incomplete, or Missing Items

If a package arrives damaged, incomplete, or with an item missing, contact us promptly, preferably within [48 hours] of delivery. Provide your order number, a description of the issue, and clear photographs or video of the outer packaging and product where possible. We will investigate and provide an appropriate resolution under our Return and Refund Policy and applicable law.

7. Delayed or Lost Shipments

If your order has not arrived within the estimated delivery period, contact our support team. We will coordinate with the courier to investigate. If a shipment is confirmed lost, we will offer an appropriate replacement or refund in accordance with applicable law.

8. Cash on Delivery

Cash on Delivery may be available for selected products and delivery locations. If offered, customers should have the required amount ready when the courier arrives. Orders may be subject to confirmation before dispatch.

9. Contact

For shipping questions, contact AshZenMart at [Insert customer support email] or [Insert phone/WhatsApp number]. Website: https://ashzenmart.com.

4. Return and Refund Policy

Customer satisfaction matters to AshZenMart. If you receive a damaged, defective, incorrect, or incomplete product, or otherwise qualify for a return under the terms shown at purchase, contact us so we can review the issue.

1. Return Eligibility and Time Limit

Return requests may be made for products that arrive damaged or defective, are incorrect, are materially different from their advertised description, or are incomplete. Requests should be submitted within [7 days] of receiving the product, unless a longer period is required by law or stated for a particular product. This policy does not limit mandatory consumer rights.

2. Product Condition

Where appropriate to the reason for return, products should be unused and returned with original packaging, accessories, and included items. Proof of purchase or an order number may be requested. These conditions do not remove rights relating to defective, damaged, or non-conforming products under applicable law.

3. Products That May Be Excluded

Some products may be non-returnable where permitted by law, such as personalized or customized goods, perishable items, digital products after access or delivery, or hygiene-sensitive products after opening. Any applicable exclusion should be clearly disclosed before purchase. Defective, damaged, incorrectly supplied, or legally returnable products remain subject to applicable rights.

4. How to Request a Return

Contact customer support and provide your order number, the reason for the request, and photographs or video if the product is damaged or incorrect. Wait for return instructions before sending an item back. This helps us identify the order and provide the correct return address and process.

5. Inspection and Refunds

After an eligible returned item is received, we may inspect it and notify you of the outcome. Approved refunds will generally be made to the original payment method where possible, or by another method agreed with you and permitted by law. Refunds are typically processed within [5–10 business days] after approval, but the time for funds to appear may depend on banks and payment providers.

6. Replacements

Where appropriate and available, we may offer a replacement instead of a refund. If a replacement is unavailable, we will discuss an appropriate refund or other solution.

7. Return Shipping Costs

If a return is due to our error, including an incorrect, defective, or damaged product, AshZenMart will arrange or cover reasonable return shipping costs. For other eligible returns, shipping costs will be handled according to the terms disclosed at purchase and applicable law.

8. Refund Exceptions

A refund may be declined where a request does not meet the applicable eligibility conditions, subject always to mandatory legal rights. For example, this may apply where damage was caused by misuse after delivery or where an item is returned incomplete for reasons not attributable to us.

9. Contact

For returns and refunds, contact [Insert customer support email] or [Insert phone/WhatsApp number]. Include your order number in all communications.

5. Order Cancellation Policy

AshZenMart aims to process orders promptly. This policy explains how to request cancellation and what happens if an order has already been dispatched.

1. Customer Cancellation

You may request cancellation before an order has been dispatched. Contact customer support as soon as possible and provide your order number. A request is not confirmed until we notify you that cancellation has been accepted.

2. Orders Already Dispatched

Once an order has been dispatched, cancellation may no longer be possible. You may be able to request a return under our Return and Refund Policy, subject to applicable law. Mandatory cancellation or withdrawal rights, where they apply, are not affected.

3. Cancellation by AshZenMart

We may cancel an order where necessary for reasons such as product unavailability, a material pricing or listing error, payment verification issues, suspected fraudulent activity, incorrect or incomplete customer information, or delivery restrictions. We will notify you when reasonably possible.

4. Refunds for Cancelled Orders

If payment has been collected for an order that is cancelled, we will arrange an appropriate refund through the original payment method where possible. Processing time depends on the payment provider or financial institution.

5. Contact

To request cancellation, contact [Insert customer support email] or [Insert phone/WhatsApp number] and include your order number.

6. Payment Policy

AshZenMart aims to provide convenient payment options and clear payment information at checkout.

1. Accepted Payment Methods

Depending on availability, customers may pay using Cash on Delivery, debit or credit cards, bank transfer, or supported digital payment methods. The options available for a particular order will be displayed at checkout.

2. Cash on Delivery

Cash on Delivery may be offered for eligible orders and locations. Customers should have the amount shown in the order confirmation ready at delivery. Availability may depend on the delivery area and order verification.

3. Online Payments

Online transactions may be processed through third-party payment gateways. Transactions are subject to the provider's terms, security checks, and privacy practices. If a payment fails, please check with your bank or payment provider before attempting repeated transactions.

4. Payment Verification

Orders may be subject to payment verification before processing. If payment authorization fails or cannot be verified, an order may be delayed or cancelled. We will communicate with you where appropriate.

5. Prices, Taxes, and Charges

Product prices and applicable shipping fees will be shown during checkout. Any applicable taxes, duties, or additional charges will be communicated as required by law. Please review the final order total before submitting your order.

6. Fraud Prevention and Disputes

We may review suspicious transactions and cancel orders where fraud or unauthorized payment activity is reasonably suspected. If you believe a payment has been charged incorrectly, contact us with your order number and relevant transaction reference so we can investigate.

7. Contact

For payment questions, contact [Insert customer support email] or [Insert phone/WhatsApp number].

7. Cookies Policy

AshZenMart uses cookies and similar technologies to help our website function and to improve the browsing and shopping experience.

1. What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They can help a website remember preferences, recognize a returning browser, and support website features.

2. Types of Cookies We May Use

Essential cookies support core features such as shopping cart management, checkout, security, and navigation. Functional cookies remember preferences and settings. Analytics cookies help us understand how visitors use the website so we can improve it. Marketing cookies may be used to measure advertising and show relevant advertisements where enabled and legally permitted.

3. Managing Cookies

You can manage or disable cookies through your browser settings and, where available, our cookie preference tool. Where required by law, we will seek consent before using non-essential cookies. Disabling essential cookies may prevent some website features from working properly.

4. Third-Party Cookies

Third-party services integrated into our website, such as analytics, advertising, payment, or social media services, may use their own cookies or similar technologies. Their use is governed by their respective privacy notices and policies.

5. Updates and Contact

We may update this Cookies Policy from time to time. Questions can be sent to AshZenMart at [Insert customer support email]. Website: https://ashzenmart.com.

8. Website Disclaimer

The information on https://ashzenmart.com is provided for general shopping and informational purposes. This Disclaimer should be read together with our Terms and Conditions and other store policies.

1. Product Information

We make reasonable efforts to ensure product descriptions, specifications, prices, and images are accurate. Minor variations may occur because of screen settings, manufacturing differences, packaging updates, or supplier changes. Your statutory rights are not affected if a product is defective or materially not as described.

2. Website Availability

We aim to keep our website available and functioning properly, but do not guarantee uninterrupted or error-free access. We may temporarily suspend or restrict access for maintenance, updates, security, or technical reasons.

3. Third-Party Services

Our website may use third-party services, including payment gateways, delivery providers, hosting services, and external websites. These services may be outside our control and may be governed by separate terms and policies.

4. Limitation of Responsibility

To the extent permitted by applicable law, AshZenMart is not liable for indirect or consequential losses arising from use of the website. Nothing in this Disclaimer excludes or limits rights, remedies, or liabilities that cannot legally be excluded or limited.

5. Updates and Contact

We may update this Disclaimer when necessary and publish the revised version on our website. For questions, contact [Insert customer support email], [Insert phone/WhatsApp number], or [Insert business address].