

# NovaCart Online Pvt. Ltd.

## About Us

NovaCart Online Pvt. Ltd. is a futuristic ecommerce marketplace founded in 2018 in Bengaluru. We aim to redefine digital commerce with affordable pricing, fast delivery, and seamless customer experience.

## Company Vision

To become India's most trusted and customer-centric ecommerce platform by revolutionizing digital retail through innovative technology, sustainable practices, and exceptional service standards.

## Company History

<b>2018</b>	NovaCart founded with a mission to democratize online shopping in India
<b>2019</b>	Reached 1 million active users across 50+ cities
<b>2020</b>	Introduced NovaPrime membership for exclusive benefits and faster delivery
<b>2021</b>	Expanded logistics infrastructure to all major metropolitan and tier-2 cities
<b>2022</b>	Launched NovaPay digital wallet and BNPL payment options
<b>2023</b>	Onboarded 10,000+ sellers creating a diverse product marketplace
<b>2024</b>	Implemented AI-driven logistics optimization reducing delivery time by 30%
<b>2025</b>	Expanded to 250+ distribution centers and launched sustainability initiatives

## Product Catalogue

Category	Product Name	Price (INR)
Electronics	Nova X1 Smartphone	14,999
Electronics	Nova Vision 55" Smart TV	34,999
Electronics	Nova Wireless Earbuds Pro	4,499
Electronics	Nova Smart Watch	7,999
Electronics	Nova Fast Charger 65W	1,299
Electronics	Nova 4K Web Camera	3,499
Home Appliances	Air Fryer 4.5L	3,499
Home Appliances	Nova Mixer-Grinder	2,199
Home Appliances	Robot Vacuum Cleaner	8,999
Home Appliances	Nova Water Purifier	6,499
Home Appliances	Electric Kettle 1.8L	899
Home Appliances	Nova Microwave Oven 20L	4,999
Fashion	Men's Casual Shirt	699
Fashion	Women's Slim Fit Jeans	1,299
Fashion	Unisex Sports T-Shirt	499
Fashion	Formal Trousers	1,499
Fashion	Women's Summer Dress	899
Fashion	Leather Belt	599
Fashion	Winter Jacket	3,499
Beauty & Personal Care	NovaGlow Serum	399
Beauty & Personal Care	Moisturizing Face Cream	649
Beauty & Personal Care	Herbal Shampoo 500ml	349
Beauty & Personal Care	Body Lotion 250ml	299
Groceries & Food	Essentials Combo	1,099
Groceries & Food	Organic Rice (5kg)	449
Groceries & Food	Cold Pressed Oil 1L	699
Kids & Toys	Learning Tablet	4,499
Kids & Toys	Baby Stroller	5,999
Kids & Toys	Baby Crib Bedding Set	1,299

# Order Policies

## How to Place an Order

1. Browse and Select: Explore our product catalog and select desired items
2. Add to Cart: Click 'Add to Cart' button for each product
3. Review Cart: Verify quantity, price, and product details
4. Proceed to Checkout: Enter delivery address and select preferred payment method
5. Confirm Order: Review order summary and confirm purchase
6. Order Confirmation: Receive instant confirmation via SMS and email with order number

## Order Cancellation

Orders can be cancelled before shipment only. To cancel, visit 'My Orders' and select 'Cancel Order'. Refunds are initiated within 24 hours of cancellation. Cancellation requests received after shipment cannot be processed. For assistance, contact customer support immediately.

## Order Modification

Product quantity and variants cannot be changed after order placement. Address changes are allowed only before shipment. To modify address, visit 'My Orders' and select 'Edit Address'. Once item is dispatched, no modifications are possible. Contact support for urgent address changes within 2 hours of order placement.

# Shipping & Delivery Policy

## Delivery Timeframes

Standard Delivery: 3-5 business days (Free for orders above ₹499). Express Delivery: 1-2 business days (₹99 additional charge). Same-Day Delivery: Available in select cities (₹199 additional charge). Delivery timelines start from order confirmation date.

## Delivery Charges

Free Shipping: All orders above ₹499. Standard Shipping: ₹49 for orders below ₹499. Express/Same-Day: Additional charges apply as mentioned above. Shipping costs are calculated automatically at checkout.

## Delivery Areas

We deliver across India including metros, tier-1, and tier-2 cities. Some remote areas may have extended delivery timeframes. International shipping is not available at this time. Check delivery availability by entering your pincode at checkout.

## Order Tracking

Track your order in real-time via SMS, email, and mobile app. Tracking link is sent within 2 hours of shipment. Monitor delivery status, location, and estimated arrival time. Receive notifications for dispatch, out for delivery, and delivery confirmation.

## Delivery Delays

Common reasons for delays include high order volume during peak seasons, adverse weather conditions, address inaccuracies or incomplete information, pincode inaccessibility or logistics constraints, and carrier network issues. In case of delays, check tracking status for real-time updates, contact customer support for specific information, and we'll attempt redelivery at no additional cost.

# Return & Refund Policy

## Return Eligibility

Products must be returned within 7 days of delivery. Items should be in original condition, unused, and undamaged. Original packaging and all accessories must be intact. Barcode, MRP tag, and receipt should be present.

## Non-Returnable Items

- Consumables, food items, and beverages
- Personal care and hygiene products once opened
- Customized or personalized products
- Items explicitly marked as 'non-returnable' on product page
- Products purchased during clearance sales (final sale)
- Undergarments and swimwear
- Software and digital products

## How to Initiate a Return

1. Visit 'My Orders' in your account
2. Select the order containing the product to return
3. Click 'Return Item' and select reason for return
4. Confirm return initiation
5. Receive pickup appointment within 24 hours via SMS/email
6. Handover to courier on scheduled date with packaging intact

## Return Pickup & Refund Processing

Free return pickup is available in all serviceable pin codes. Pickup is scheduled within 1-3 business days of return request and is available at your doorstep at a convenient time. Refunds are processed only after Quality Check (QC) approval (3-5 business days from warehouse receipt). Refund is credited in 5-7 working days after QC approval to the original payment method.

## Damaged or Defective Products

Report damage/defects within 48 hours of delivery and contact customer support with photo evidence. Replacement is sent immediately without waiting for return, or choose full refund for faster processing. No inspection is required for damaged items.

## Exchange Policy

Product exchanges are available on select items only. Same value exchange incurs no additional charges. Upgrade to higher-priced item by paying the difference at checkout. Exchange is processed within 5-7 business days. Return and new shipment are handled as separate transactions.

# Frequently Asked Questions (FAQs)

## General Questions

Q1: What payment methods do you accept? We accept credit/debit cards, UPI, net banking, EMI, and digital wallets.

Q2: Do you offer Cash on Delivery (COD)? Yes, COD is available on select products.

Q3: How do I create an account? Click 'Sign Up', enter your email/phone, and complete verification.

Q4: How do I reset my password? Use 'Forgot Password' option on login page.

Q5: Is my personal information secure? Yes, we use encryption and strict data protection policies.

## Order & Shipping

Q6: How long does delivery take? Standard: 3-5 days. Express: 1-2 days. Same-day in select cities.

Q7: How do I track my order? Tracking link sent via SMS/email within 2 hours of shipment.

Q8: Why is my delivery delayed? Weather, high demand, address issues, or logistics constraints.

Q9: Can I change my delivery address? Yes, only before shipment via 'My Orders' page.

Q10: Do you ship internationally? Not currently. We operate only within India.

## Returns & Cancellations

Q11: What is your return policy? 7-day returns from delivery date for unused items in original packaging.

Q12: How do I request a return? Go to 'My Orders', select product, click 'Return Item'.

Q13: What if I receive a wrong or damaged item? Contact support within 48 hours with proof.

Q14: What is the refund timeline? After QC approval (3-5 days), refund credited in 5-7 working days.

## Contact Us

NovaCart Online Pvt. Ltd.

Bengaluru, India

■ Phone: +91 98765 43210

■ Email: support@novacart.in

■ Customer Support: 24/7 Available

We're here to help! Reach out anytime with questions, feedback, or concerns.