**About WNDY (Waste Not Dead Yet)**

**Welcome to WNDY**, your gateway to a sustainable and responsible future in waste management. WNDY is an innovative online marketplace designed to connect **Sellers** and **Buyers** of waste, promoting the principles of a **circular economy** by enabling seamless waste transactions.

**Our Vision**

At WNDY, we believe that **waste is a resource** waiting to be reclaimed. Our vision is to revolutionize the way waste is managed by creating a digital platform that encourages **responsible sourcing, recycling, and reusing** materials that would otherwise end up in landfills.

**How WNDY Works**

WNDY provides a user-friendly platform where sellers can post their waste items, and buyers can browse and negotiate transactions, making waste management a simpler, more accessible process for all.

* **Sellers**: We empower households, commercial establishments, corporations, and RWAs (Residents Welfare Associations) to list their waste materials easily and contribute to the circular economy.
* **Buyers**: Scrap dealers, aggregators, and recyclers can efficiently source waste materials, helping them meet their recycling goals and boost sustainability efforts.

Through WNDY, both parties can directly engage, negotiate, and facilitate the transfer of waste, promoting **responsibility and transparency** in waste management.

**Our Stakeholders**

At the heart of WNDY are the diverse groups of stakeholders who collaborate with us to make this platform a success:

* **Sellers**: Households, small businesses, corporate entities, and RWAs.
* **Buyers**: Scrap dealers (Kabadiwalas), scrap aggregators, and recyclers.

We aim to foster strong connections within the waste management ecosystem by providing these stakeholders with the tools and technology they need to **reduce waste** and **promote sustainability**.

**Who We Are**

WNDY was developed by **ZAG Tech Solutions Pvt Ltd**, a tech company founded in **October 2023** with the goal of building a **technology ecosystem** that enables sustainable solutions in waste management. We are passionate about integrating **digital innovations** with waste management to streamline processes and make a measurable impact on environmental health.

**Join Us in Building a Sustainable Future**

We are on a mission to make waste not just something to discard but something to recover and reimagine. Whether you're looking to sell or buy waste, WNDY is here to help you **turn waste into opportunity**.

**Shipping, Returns, and Chargeback Policy (for Transactions between Sellers & Buyers)**

At **WNDY (Waste Not Dead Yet)**, our goal is to facilitate seamless waste transactions between sellers and buyers. Since WNDY operates as a marketplace where both parties engage directly, it is essential that sellers and buyers take responsibility for the terms of their transactions, including shipping, returns, and chargebacks.

By using our platform, you agree to the following policies:

**1. Shipping Policy**

**For Sellers:**

* Sellers are responsible for coordinating the shipping and delivery of items to the buyer after a transaction is agreed upon.
* Shipping costs, if applicable, should be discussed and agreed upon between the seller and the buyer before the transaction is finalized.
* Sellers must ensure that items are packaged securely and transported safely to prevent damage during shipping.
* WNDY does not handle or provide shipping services but may provide guidelines to help facilitate the process.

**For Buyers:**

* Buyers are responsible for providing accurate delivery information to the seller and coordinating delivery terms.
* Buyers should ensure that they inspect the goods upon arrival to confirm they match the agreed-upon description before accepting delivery.
* Any disputes related to shipping must be resolved directly between the seller and buyer.

**2. Returns Policy**

Given the nature of the items traded on WNDY, returns may not always be possible or applicable. Therefore, it is crucial for sellers and buyers to clarify return policies before completing a transaction.

**For Sellers:**

* If you offer returns, this policy should be clearly stated in your product listing.
* Sellers must outline the conditions under which a return is accepted, including who bears the shipping costs for returns.
* If a return is agreed upon, it is the seller's responsibility to handle the return logistics and refund the buyer accordingly.

**For Buyers:**

* Buyers must carefully review listings and confirm product details with the seller before finalizing the transaction to minimize the likelihood of returns.
* If a return is agreed upon, buyers must ensure the product is returned in the condition in which it was received.
* Buyers should initiate returns only if the product received significantly differs from the description or agreed-upon terms.

**3. Chargeback Policy**

**For Buyers:**

* WNDY does not process payments directly. Any payments made between buyers and sellers are handled through mutually agreed-upon methods (bank transfer, third-party payment gateways, etc.).
* In the event of a dispute or chargeback, the buyer must contact their payment provider and notify the seller of the issue immediately.
* Buyers should ensure that all communication with the seller is well-documented to resolve any disputes regarding chargebacks.

**For Sellers:**

* Sellers should maintain accurate records of all transactions, including delivery confirmations, to avoid unnecessary chargebacks.
* In the event of a chargeback, the seller must cooperate with the buyer and their payment provider to resolve the issue.

**4. Disclaimer and Limitation of Liability**

WNDY operates solely as a **facilitation platform** for buyers and sellers. As such, we do not:

* Handle the shipment, delivery, or transportation of goods.
* Guarantee the condition, quality, or fitness for a particular purpose of any items listed on the platform.
* Mediate disputes regarding shipping, returns, or chargebacks.

All transactions, including the terms related to shipping, returns, and payments, are the responsibility of the **parties involved**. WNDY is not liable for any damages, losses, or disputes arising from a transaction. Buyers and sellers must exercise due diligence when engaging in transactions on the platform.

**5. Resolving Disputes**

In the case of a disagreement or dispute related to a transaction, we recommend:

* Open communication between the buyer and seller to resolve issues directly.
* Proper documentation of all communications and transactions for reference in the case of a dispute.

If necessary, WNDY can provide guidance on general best practices but does not assume responsibility for dispute resolution. Email us at wndy@zag-innovations.com

By using the WNDY platform, you acknowledge that all transactions, shipping, returns, and payments are handled directly between the parties involved. WNDY is not responsible for the facilitation or guarantee of these processes. We encourage both sellers and buyers to communicate clearly, agree on terms, and maintain thorough records to ensure a smooth transaction.

**Shipping, Returns, Refund and Chargeback Policy (Applicable to Buyers)**

By using our WNDY (Waste Not Dead Yet) Platform and proceeding further with the services, you acknowledge that you have read, understood, and agree to abide by the terms outlined in the respective Policy pertaining to Shipping, Returns and Chargeback.

WNDY operates only as a marketplace to facilitate seamless transactions between you as a buyer and seller(s) for waste management. Since you agree to engage directly with the Seller(s), you are responsible and liable for the terms of the transactions, including but not limited to shipping, returns, and chargebacks.

**Shipping Policy**

At WNDY, our services do not involve the sale or delivery of physical goods as it is an agreement between you and the Seller(s). Hence, a traditional shipping policy is not applicable.

You are responsible to schedule appointment directly with the Seller(s) for pick-up or delivery of e-waste. In case of any change, you are responsible to notify the Seller(s) using WNDY.

**Refund Policy**

At WNDY, customer satisfaction is a priority. Since you have agreed to pay nominal charge for using the WNDY App, refunds are handled according to the services completion and/or any potential issues with the App. Please read the details below:

Refunds shall only be issued in the form of Service Credits and are available under the conditions strictly arising out of technical failure or other service-related problems on the App and only if refund requests with relevant details, including a brief description of the issue, are submitted via wndy@zag-innovations.com within 03 (three) days of facing an issue with the App.

WNDY team will review your request and respond within 03 (three) working days.

Once your refund is approved, WNDY reserves the right to offer Service Credits, to be used for future bookings. These credits will be applied automatically to your account and can be used within 02 (two) months from the date of issue.

If your refund is denied, we will provide a clear explanation of our decision and such decision shall be final and binding.

For any questions about this policy or assistance with a refund, please contact WNDY customer support at wndy@zag-innovations.com

**Chargeback Policy**

At WNDY, we aim to provide a platform for transparent and seamless waste management services. To ensure fair handling of disputes and chargebacks, we have outlined our policy below:

WNDY encourages users to contact us directly, through our support channels, to resolve any issues before initiating a chargeback. Allow us 03 (three) business days to investigate and respond to your issue. For genuine cases, we will work with you to resolve the matter through Service Credits.

You may file a chargeback, subject to our approval, and if a payment was made without your authorization; or you were charged incorrectly; or the service you paid for was not delivered or completed as described, and you have been unable to resolve the issue through WNDY’s customer support, in which case you need to present document proving our failure to resolve the issue.

Submitting a chargeback without first attempting to resolve the issue through WNDY’s customer service, or submitting a fraudulent or dishonest claim, is a violation of this policy.

WNDY reserves the right to dispute and contest any chargeback that we believe is unjustified or fraudulent or dishonest, and we may suspend your account in addition to pursuing legal action to recover the said amount and any associated costs.

**Grievance Redressal**

For any issues related to our services, please contact our customer support team via wndy@zag-innovations.com.

**By using the WNDY app and making payments through it, you acknowledge that you have read,** understood, and agree to abide by the terms outlined in this Chargeback Policy.