

WEBSITE TERMS AND CONDITIONS – Simplified Summary

1. **Effective Date:** 22 August 2025.
2. **Owner:** FreshHarvest Organics Pvt. Ltd., 101, First Floor, Pride Plaza, Senapati Bapat Road, Pune – 411016.
Website: www.freshharvestorganics.in.
3. **Acceptance of Terms:**
 - By using the Website, users agree to follow these Terms.
 - If they don't agree, they cannot use the Website.
4. **Eligibility:**
 - Only persons legally allowed to contract under the **Indian Contract Act, 1872** can use the Website.
 - Minors (under 18) cannot use it.
5. **User Account:**
 - Users must keep account details and password safe.
 - They are responsible for all activities under their account.
 - Information given must be true and accurate.
6. **Pricing and Orders:**
 - Prices are in INR and include taxes.
 - Errors in product/price may occur; Company may cancel such orders.
 - Orders depend on product availability.
7. **Payment:**
 - Methods: credit/debit card, net banking, payment wallets.
 - Users must follow payment gateway rules.
 - Company not liable for losses from transaction failures.
8. **Shipping & Delivery:**
 - Services limited to **Mumbai and Pune**.
 - Company will try to deliver on time but is not liable for delays.
9. **Cancellations, Returns & Refunds:**
 - **No returns** after delivery (due to perishable products).
 - Cancellations possible before dispatch.
 - Full policy is on the Website.
10. **Intellectual Property:**
 - All Website content (text, images, logos, etc.) belongs to the Company or its partners.
 - Users cannot copy, reproduce, or distribute without permission.
11. **User Conduct:** Users must not:
 - Post unlawful, abusive, or obscene content.
 - Disturb other users.
 - Upload viruses/harmful programs.
 - Break laws or regulations.
12. **Disclaimer & Liability:**
 - Website and products are provided “as is.”
 - No guarantees/warranties are given.
 - Company not responsible for any direct/indirect damages.
 - Maximum liability = amount paid for the product.
13. **Indemnification:**
 - Users must protect and compensate the Company against claims or damages from their misuse of the Website.
14. **Governing Law & Jurisdiction:**

- Governed by **Indian law**.
- Disputes handled by courts in **Pune, Maharashtra**.

15. Grievance Officer:

- **Mr. Sanjay Joshi**
- Email: grievance.officer@freshharvestorganics.in
- Address: 101, First Floor, Pride Plaza, Pune – 411016
- Timing: Mon–Fri, 10 AM – 5 PM.

16. Changes to Terms:

- Company may modify Terms at any time.
- Continued use = acceptance of new Terms.