

MUSHVALLEY FARMS - LEGAL DOCUMENTS & POLICIES

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TERMS & CONDITIONS

Last Updated: January 1, 2025

1. ACCEPTANCE OF TERMS

By accessing and using the Mushvalley Farms website (www.mushvalleyfarms.com), you accept and agree to be bound by these Terms and Conditions. If you do not agree to these terms, please do not use our website.

2. PRODUCTS AND SERVICES

Mushvalley Farms sells organic mushroom products including fresh mushrooms, mushroom powders, mushroom extracts, and mushroom-based supplements. All products are subject to availability. We reserve the right to discontinue any product at any time without prior notice.

3. ORDERING AND PAYMENT

- All orders are subject to acceptance and availability
- We accept Visa, MasterCard, American Express, PayPal, and other payment methods as indicated on our website
- Prices are listed in Indian Rupees (₹) and include GST where applicable
- We reserve the right to refuse any order

4. SHIPPING AND DELIVERY

- Please refer to our Shipping Policy for detailed shipping information
- We ship within India and select international locations
- Delivery times are estimates and not guaranteed
- Risk of loss passes to you upon delivery

5. RETURNS AND REFUNDS

- Please refer to our Return Policy for detailed return procedures
- Due to the perishable nature of our products, returns are limited to damaged or defective items only

- Refunds are processed within 5-10 business days

6. INTELLECTUAL PROPERTY

All content on this website, including text, graphics, logos, images, audio clips, digital downloads, and software, is the property of Mushvalley Farms or its content suppliers and is protected by international copyright laws.

7. USER CONDUCT

You agree not to:

- Use the website for any illegal purpose
- Interfere with the website's security features
- Attempt to gain unauthorized access to any part of the website
- Use the website to transmit viruses or malicious code

8. DISCLAIMERS

- Products are for informational and nutritional purposes only and are not intended to diagnose, treat, cure, or prevent any disease
- Consult with a healthcare professional before using any dietary supplements
- Results may vary based on individual circumstances

9. LIMITATION OF LIABILITY

Mushvalley Farms shall not be liable for any indirect, incidental, special, consequential, or punitive damages resulting from your use of or inability to use the website or products.

10. INDEMNIFICATION

You agree to indemnify and hold Mushvalley Farms harmless from any claims, damages, or expenses arising from your violation of these Terms.

11. GOVERNING LAW

These Terms shall be governed by and construed in accordance with the laws of India. Any disputes shall be subject to the exclusive jurisdiction of courts in Mumbai, Maharashtra.

12. CHANGES TO TERMS

We reserve the right to modify these Terms & Conditions at any time. Changes will be effective immediately upon posting on our website.

13. CONTACT INFORMATION

For questions about these Terms & Conditions:

Email: legal@mushvalleyfarms.com

Phone: (+91) 123-4567

Address: 123 Farm Road, Green Valley, CA 90210

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PRIVACY POLICY

Last Updated: January 1, 2025

1. INTRODUCTION

Mushvalley Farms ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website or make a purchase.

2. INFORMATION WE COLLECT

We collect the following types of information:

Personal Information:

- Name and contact details (email, phone, address)
- Payment information (credit card details, billing address)
- Order history and preferences
- Account credentials

Automatically Collected Information:

- IP address and device information
- Browser type and version
- Pages visited and time spent on site

- Referring website information
- Cookies and tracking data

3. HOW WE USE YOUR INFORMATION

We use your information for the following purposes:

- To process and fulfill your orders
- To communicate order updates and shipping information
- To respond to customer service inquiries
- To send promotional emails (with your consent)
- To improve our website and services
- To prevent fraud and enhance security
- To comply with legal obligations

4. DATA PROTECTION AND SECURITY

We implement appropriate technical and organizational security measures to protect your personal information, including:

- SSL encryption for data transmission
- Secure payment processing
- Regular security assessments
- Access controls and authentication
- Data encryption at rest

However, no method of transmission over the Internet or electronic storage is 100% secure.

5. DATA RETENTION

We retain your personal information only as long as necessary for:

- Fulfilling orders and providing services
- Complying with legal obligations
- Resolving disputes
- Enforcing our agreements

6. COOKIES AND TRACKING TECHNOLOGIES

Our website uses cookies and similar technologies to:

- Remember your preferences
- Analyze website traffic
- Improve user experience
- Deliver targeted advertising

You can control cookies through your browser settings.

7. THIRD-PARTY DISCLOSURES

We may share your information with:

- Payment processors (for transaction processing)
- Shipping carriers (for order delivery)
- Marketing service providers (with your consent)
- Legal authorities (when required by law)

We require third parties to respect your privacy and protect your information.

8. YOUR RIGHTS

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Object to data processing
- Data portability
- Withdraw consent
- Lodge complaints with data protection authorities

9. INTERNATIONAL DATA TRANSFERS

Your information may be transferred to and processed in countries other than your own. We ensure appropriate safeguards are in place for such transfers.

10. CHILDREN'S PRIVACY

Our website is not intended for children under 18. We do not knowingly collect personal information from children.

11. CHANGES TO THIS POLICY

We may update this Privacy Policy periodically. We will notify you of significant changes by posting the new policy on our website.

12. CONTACT US

For privacy-related inquiries:

Email: privacy@mushvalleyfarms.com

Phone: (+91) 123-4567

Address: 123 Farm Road, Green Valley, CA 90210

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SHIPPING POLICY

Last Updated: January 1, 2025

1. SHIPPING AREAS

We currently ship to:

- All states and union territories in India
- Select international destinations (please contact us for availability)

2. ORDER PROCESSING

- Orders are processed within 1-2 business days
- Orders placed after 2 PM IST are processed the next business day
- Orders placed on weekends or holidays are processed the next business day
- You will receive an order confirmation email immediately after purchase
- You will receive a shipping confirmation email with tracking information once your order ships

3. SHIPPING METHODS AND TIMEFRAMES

DOMESTIC SHIPPING (Within India):

Service	Delivery Time	Cost	Notes
Standard	5-7 business days	₹99	Free on orders above ₹999
Express	2-3 business days	₹199	Priority handling
Same Day*	Within 24 hours	₹299	*Metro cities only

INTERNATIONAL SHIPPING:

- Delivery: 7-21 business days depending on destination
- Cost: Calculated at checkout based on weight and destination
- Customs duties and taxes: Responsibility of the recipient

4. SHIPPING RESTRICTIONS

- We cannot ship to PO Boxes
- Physical address with contact person required
- Signature may be required upon delivery
- We do not ship to freight forwarders
- Certain products may have shipping restrictions due to perishable nature

5. TRACKING YOUR ORDER

- You will receive a tracking number via email and SMS
- Tracking typically becomes active within 24 hours of shipping
- You can track your order on our website or the carrier's website

- For tracking assistance, contact: shipping@mushvalleyfarms.com

6. DELIVERY ISSUES

If you experience delivery issues:

- Contact us within 48 hours of expected delivery date
- Provide your order number and tracking information
- Common issues we can help with:
 - Failed delivery attempts
 - Incorrect address
 - Damaged packages
 - Lost shipments

7. CUSTOMS AND DUTIES (International Orders)

- International customers are responsible for:
 - Customs clearance
 - Import duties
 - Taxes
 - Brokerage fees
- We cannot predict or control these charges
- Refused shipments due to customs issues are subject to restocking fees

8. WEATHER AND NATURAL DISASTERS

- Delivery delays may occur due to:
 - Severe weather conditions
 - Natural disasters
 - Transportation disruptions
- We will notify you of significant delays
- No refunds for weather-related delays

9. CONTACT SHIPPING DEPARTMENT

Email: shipping@mushvalleyfarms.com

Phone: (+91) 123-4567 (Option 2)

Hours: Monday-Friday, 9:00 AM - 6:00 PM IST

Emergency Contact: Available for delivery emergencies

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RETURN AND REFUND POLICY

Last Updated: January 1, 2025

1. OVERVIEW

At Mushvalley Farms, we are committed to your satisfaction. Due to the perishable nature of our organic mushroom products, we have specific return guidelines to ensure product safety and quality.

2. RETURN ELIGIBILITY

We accept returns only under the following conditions:

ACCEPTABLE RETURNS:

- ✓ Damaged during shipping (visible external damage)
- ✓ Defective product (quality issues)
- ✓ Wrong item shipped (our error)
- ✓ Expired product (if shipped past expiry date)

NON-RETURNABLE ITEMS:

- X Perishable items that have been opened
- X Products not in original packaging
- X Sale or clearance items (unless defective)
- X Custom or personalized products
- X Products damaged due to customer mishandling

3. RETURN TIME FRAME

- Damage/Defect Claims: Within 24 hours of delivery

- Wrong Item Claims: Within 48 hours of delivery
- All returns require prior authorization

4. RETURN PROCESS

STEP 1: CONTACT US

- Email: returns@mushvalleyfarms.com
- Include: Order number, product name, photos of issue
- Timeframe: Within 24 hours of delivery for damaged/defective items

STEP 2: GET AUTHORIZATION

- We will review your claim within 24 hours
- If approved, we will provide:
 - Return Authorization Number (RMA)
 - Return instructions
 - Pre-paid shipping label (for our errors)

STEP 3: SHIP IT BACK

- Use original packaging if possible
- Include all accessories and documentation
- Ship within 5 days of authorization
- Retain shipping receipt for tracking

STEP 4: RECEIVE RESOLUTION

- We inspect returned items within 3-5 business days
- Resolution options:
 - Full refund
 - Store credit
 - Product replacement
 - Partial refund (case-by-case basis)

5. REFUND PROCESS

REFUND METHODS:

- Original payment method (5-10 business days)
- Store credit (immediate)
- Bank transfer (7-14 business days)

REFUND AMOUNTS:

- Full refund for damaged/defective/wrong items
- Shipping costs refunded for our errors
- Original shipping costs non-refundable for change of mind
- Restocking fees may apply for non-defective returns

REFUND TIMELINE:

Payment Method		Time to Receive Refund	
Credit/Debit Card	5-10 business days		
PayPal	3-5 business days		
Bank Transfer	7-14 business days		
Store Credit	Immediate		

6. EXCHANGES

We offer exchanges for:

- Wrong size or variant (if available)
- Defective products

Exchange process follows the same procedure as returns.

7. DAMAGED OR DEFECTIVE PRODUCTS

If you receive a damaged or defective product:

1. DO NOT discard the product or packaging
2. Take clear photos showing:
 - External packaging damage
 - Product damage/defect
 - Shipping label
3. Contact us within 24 hours
4. We may require you to return the item for inspection

8. CANCELLATIONS

- Orders can be cancelled within 1 hour of placement
- Processing orders cannot be cancelled
- Contact us immediately for cancellation requests
- Refunds for cancellations within 24-48 hours

9. SPECIAL CASES

PERISHABLE PRODUCTS:

- Due to food safety regulations, perishable products cannot be returned once opened
- Unopened perishable products may be returned if:
 - Still within expiry date
 - Properly refrigerated during return shipping
 - In original sealed packaging

SUBSCRIPTIONS:

- Subscription boxes can be cancelled anytime
- Prorated refunds for unused portions
- 14-day cancellation period for new subscriptions

10. CONTACT INFORMATION

Returns Department:

Email: returns@mushvalleyfarms.com

Phone: (+91) 123-4567 (Option 3)

Hours: Monday-Friday, 10:00 AM - 5:00 PM IST

Address: Returns Department, Mushvalley Farms

123 Farm Road, Green Valley, CA 90210

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ADDITIONAL POLICIES

QUALITY GUARANTEE POLICY

We guarantee that all our mushroom products:

- Are 100% organic certified
- Contain no artificial preservatives
- Are sourced from sustainable farms
- Undergo rigorous quality testing
- Are packaged in food-grade materials

FOOD SAFETY POLICY

- All products manufactured in FDA-approved facilities
- Regular third-party laboratory testing
- Batch tracking and traceability
- Temperature-controlled storage and shipping
- HACCP certified processes

SUSTAINABILITY POLICY

- Eco-friendly packaging materials
- Carbon-neutral shipping options available

- Support for local farming communities
- Zero-waste initiatives
- Renewable energy usage in facilities

CUSTOMER SERVICE COMMITMENT

- 24-hour response time for emails
- 48-hour resolution for urgent issues
- Multiple contact channels available
- Trained customer service representatives
- Continuous service improvement

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IMPORTANT NOTES

- These policies are subject to change without prior notice
- Customers are responsible for reading and understanding all policies
- In case of conflict between policies, the most recent version prevails
- Special circumstances may be considered on a case-by-case basis
- We reserve the right to refuse service to anyone violating our policies

For the most current policies, always refer to our website:

www.mushvalleyfarms.com/policies

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CONTACT INFORMATION

Main Contact:

Email: contact@mushvalleyfarms.com

Phone: (+91) 123-4567

Address: 123 Farm Road, Green Valley, CA 90210

Department Contacts:

- Legal: legal@mushvalleyfarms.com
- Privacy: privacy@mushvalleyfarms.com
- Shipping: shipping@mushvalleyfarms.com
- Returns: returns@mushvalleyfarms.com
- Wholesale: wholesale@mushvalleyfarms.com
- Press: press@mushvalleyfarms.com

Business Hours:

Monday-Friday: 9:00 AM - 6:00 PM IST

Saturday: 10:00 AM - 4:00 PM IST

Sunday: Closed

Emergency Contact:

Available for urgent delivery and quality issues

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This document contains all policies effective from January 1, 2025.

Last revision: January 1, 2025

Document Version: 1.0