DATASET FOR SMART DOCUMENT UNDERSTANDING (SDU)

SHOP: TERMS OF USE

WE come to the Shop. This document is an electronic record in terms of Information Technology Act, 2000 and published in accordance with the provisions of Rule 3 ) of the Information Technology (Intermediaries guidelines) Rules, Your use of the Shop and services and tools are governed by the following terms and conditions ("Terms of Use") as applicable to the Shop including the applicable policies which are incorporated herein by way of reference. By mere use of the Shop, You shall be contracting with Shop Designs Private Limited, the owner of the Platform. These terms and conditions including the policies constitute Your binding obligations, with Shop.

For the purpose of these Terms of Use, wherever the context so requires "You" or "User" shall mean any natural or legal person who has agreed to become a buyer on Platform by providing data while registering on the Platform as Registered User. The term "Shop","Shop","Us","Our" shall mean Shop Designs Private Limited and its affiliates.

When You use any of the services provided by Us through the Platform, including but not limited to, (e.g. Product Reviews, Seller Reviews), You will be subject to the rules, guidelines, policies, terms, and conditions applicable to such service, and they shall be deemed to be incorporated into this Terms of Use and shall be considered as part and parcel of this Terms of Use. Shop reserve the right, at Our sole discretion, to change, modify, add or remove portions of these Terms of Use, at any time without any prior written notice to You. You shall ensure to review these Terms of Use periodically for updates/changes. Your continued use of the Platform following the posting of changes will mean that You accept and agree to the revisions. As long as You comply with these Terms of Use, Shop grant You a personal, non-exclusive, non-transferable, limited privilege to enter and use the Platform. By impliedly or expressly accepting these Terms of Use, You also accept and agree to be bound by Shop Policies including but not limited to Privacy Policy as amended from time to time.

1. User Account, Password, and Security:

If You use the Platform, You shall be responsible for maintaining the confidentiality of your Display Name and Password and You shall be responsible for all activities that occur under your Display Name and Password. You agree that if You provide any information that is untrue, inaccurate, not current or incomplete, Shop shall have the right to indefinitely suspend or terminate or block access of your membership on the Platform.

You agree to

* immediately notify Shop of any unauthorized use / breach of your password or account and
* ensure that you exit from your account at the end of each session.

2. Services Offered:

Shop provides a number of Internet-based services through the Platform. One such Service enables Users to purchase original merchandise such as clothing, footshopar and accessories from various fashion and lifestyle brands (collectively, "Products"). The Products can be purchased through the Platform through various methods of payments offered. The sale/purchase of Products shall be additionally governed by specific policies of sale, like cancellation policy, exchange policy, return policy, etc. (which are found on the FAQ tab on the Platform and all of which are incorporated here by reference). It is clarified that at the time of creating a return request, users are required to confirm (via a check box click) that the product being returned is unused and has the original tags intact. If the product returned by the user is used, damaged or if the original tags are missing, the user’s return request shall be declined, and the said product shall be re-shipped back to the customer. In the event that the return request is declined, the user shall not be eligible for a refund, and Shop assumes no liability in this regard. Further, in the event that the user fails to accept the receipt of the said re-shipped product, the user shall continue to be not eligible for a refund, and Shop assumes no liability with respect to the return or refund for the said re-shipped product. In addition, these Terms of Use may be further supplemented by Product specific conditions, which may be displayed with that Product.

Shop does not warrant that Product description or other content on the Platform is accurate, complete, reliable, current, or error-free and assumes no liability in this regard.

3. Platform for Transaction and Communication:

The Users utilize to meet and interact with one another for their transactions on the Platform. Shop is not and cannot be a party to or control in any manner any transaction betshopen the Shop's Users. Henceforward:

* All commercial/contractual terms are offered by and agreed to betshopen Buyers and Sellers alone. The commercial/contractual terms include without limitation price, shipping costs, payment methods, payment terms, date, period and mode of delivery, warranties related to products and services and after sales services related to products and services. Shop does not have any control or does not determine or advise or in any way involve itself in the offering or acceptance of such commercial/contractual terms betshopen the Buyers and Sellers.
* Shop does not make any representation or Warranty as to specifics (such as quality, value, salability, etc) of the products or services proposed to be sold or offered to be sold or purchased on the Platform.
* Shop is not responsible for any non-performance or breach of any contract entered into betshopen Buyers and Sellers. Shop cannot and does not guarantee that the concerned Buyers and/or Sellers will perform any transaction concluded on the Platform.
* At no time shall Shop hold any right, title or interest over the products nor shall Shop have any obligations or liabilities in respect of such contract entered into betshopen Buyers and Sellers.
* The Shop is only a platform that can be utilized by Users to reach a larger base to buy and sell products or services. Shop is only providing a platform for communication and it is agreed that the contract for sale of any of the products or services shall be a strictly bipartite contract betshopen the Seller and the Buyer. At no time shall Shop hold any any right, title or interest over the products nor shall Shop have any obligations or liabilities in respect of such contract. Shop is not responsible for unsatisfactory or delayed performance of services or damages or delays as a result of products which are out of stock, unavailable or back ordered.
* Pricing on any product(s) as is reflected on the Platform may due to some technical issue, typographical error or product information published by seller may be incorrectly reflected and in such an event seller may cancel such your order(s).
* You release and indemnify Shop and/or any of its officers and representatives from any cost, damage, liability or other consequence of any of the actions of the Users of the Shop and specifically waive any claims that you may have in this behalf under any applicable law. Notwithstanding its reasonable efforts in that behalf, Shop cannot take responsibility or control the information provided by other Users which is made available on the Platform.

4. User Conduct and Rules on the Platform:

You agree, undertake and confirm that Your use of the Platform shall be strictly governed by the following binding principles:

* You shall not host, display, upload, modify, publish, transmit, update or share any information which:
  + belongs to another person and to which You do not have any right to
  + is grossly harmful, harassing, blasphemous, defamatory, obscene, pornographic, paedophilic, libellous, invasive of another's privacy, hateful, or racially, ethnically objectionable, disparaging, relating or encouraging money laundering or gambling, or otherwise unlawful in any manner whatever
  + is misleading in any way
  + involves the transmission of "junk mail", "chain letters", or unsolicited mass mailing or "spamming"
  + promotes illegal activities or conduct that is abusive, threatening, obscene, defamatory or libellous
  + infringes upon or violates any third party's rights including, but not limited to, intellectual property rights, rights of privacy (including without limitation unauthorized disclosure of a person's name, email address, physical address or phone number) or rights of publicity
  + contains restricted or password-only access pages, or hidden pages or images (those not linked to or from another accessible page)
  + provides instructional information about illegal activities such as making or buying illegal shopapons, violating someone's privacy, or providing or creating computer viruses
  + contains video, photographs, or images of another person (with a minor or an adult).
  + tries to gain unauthorized access or exceeds the scope of authorized access to the Platform or to profiles, blogs, communities, account information, bulletins, friend request, or other areas of the Platform or solicits passwords or personal identifying information for commercial or unlawful purposes from other users
  + interferes with another USER's use and enjoyment of the Platform or any other individual's User and enjoyment of similar services
  + infringes any patent, trademark, copyright or other proprietary rights or third party's trade secrets or rights of publicity or privacy or shall not be fraudulent or involve the sale of counterfeit or stolen products
  + violates any law for the time being in force
  + threatens the unity, integrity, defence, security or sovereignty of India, friendly relations with foreign states, or public order or causes incitement to thecommission of any cognizable offence or prevents investigation of any offence or is insulting any other nation
  + shall not be false, inaccurate or misleading
  + shall not create liability for Us or cause Us to lose (in whole or in part) the services of Our internet service provider ("ISPs") or other suppliers
* A User may be considered fraudulent or loss to business due to fraudulent activity if any of the following scenarios are met:
  + Users doesn't reply to the payment verification mail sent by Shop
  + Users fails to produce adequate documents during the payment details verification
  + Misuse of another Users's phone/email
  + Users uses invalid address, email and phone no.
  + Overuse of a voucher code
  + Use of a special voucher not tagged to the email ID used.
  + Users returns the wrong product
  + Users refuses to pay for an order
  + Users involved in the snatch and run of any order
  + Miscellaneous activities conducted with the sole intention to cause loss to business/revenue to Shop
  + User with a very high return rate
  + Repeated request for monetary compensation for fake/used order
* Shop may cancel any order that classify as 'Bulk Orders'/'Fraud orders' under certain criteria at any stage of the product delivery. An order can be classified as 'Bulk Order'/'Fraud Order' if it meets with the below mentioned criteria, and any additional criteria as defined by Shop:
  + Products ordered are not for self-consumption but for commercial resale
  + Multiple orders placed for same product at the same address, depending on the product category.
  + Bulk quantity of the same product ordered
  + Invalid address given in order details
  + Any malpractice used to place the order
  + Any promotional voucher used for placing the 'Bulk Order' may not be refunded
  + Any order paced using a technological glitch/loophole.
* You shall not use the Platform for any unlawful and fraudulent purposes, which may cause annoyance and inconvenience and abuses any policy and rules of the company and interrupt or causes to interrupt, damages the use by other Users of Shop.
* You shall not use any false e-mail address, impersonates any person or entity, or otherwise misleads Shop by sharing multiple address and phone numbers or transacting with malafide intentions.
* Shop on certain landing page even allow our Users to experience free exchange of ideas and observations regarding interest in the field of fashion, including ‘viewing user generated content’ and/or ‘videos’ and ‘posting comments’. By accessing, viewing and/or posting any user generated content to any specific dedicated page on the Platform, you accept and consent to the practices described in these ‘Terms of Service’ and ‘Privacy Policies’, as shopll as any other terms of prescribed by the Shop on the Platform. You agree and undertake that when accessing, viewing and/or posting any user generated content on these pages You will not imitate, abuse, harass, any Customer/User or violate and exploit, any of these ‘Terms of Service’ of the Platform.
* You shall not use any "deep-link", "page-scrape", "robot", "spider" or other automatic device, program, algorithm or methodology, or any similar or equivalent manual process, to access, acquire, copy or monitor any portion of the Platform or any Content, or in any way reproduce or circumvent the navigational structure or presentation of the Platform or any Content, to obtain or attempt to obtain any materials, documents or information through any means not purposely made available through the Platform. Shop reserve Our right to bar any such activity.
* You shall not attempt to gain unauthorized access to any portion or feature of the Platform, or any other systems or networks connected to the Platform or to any server, computer, network, or to any of the services offered on or through the Platform, by hacking, password "mining" or any other illegitimate means.
* You may not pretend that You are, or that You represent, someone else, or impersonate any other individual or entity
* You shall at all times ensure full compliance with the applicable provisions of the Information Technology Act, 2000 and rules thereunder as applicable and as amended from time to time and also all applicable Domestic laws, rules and regulations (including the provisions of any applicable Exchange Control Laws or Regulations in Force) and International Laws, Foreign Exchange Laws, Statutes, Ordinances and Regulations (including, but not limited to Sales Tax/VAT, Income Tax, Octroi, Service Tax, Central Excise, Custom Duty, Local Levies) regarding Your use of Our service and Your listing, purchase, solicitation of offers to purchase, and sale of products or services. You shall not engage in any transaction in an item or service, which is prohibited by the provisions of any applicable law including exchange control laws or regulations for the time being in force.
* From time to time, You shall be responsible for providing information relating to the products or services proposed to be sold by You. In this connection, You undertake that all such information shall be accurate in all respects. You shall not exaggerate or over emphasize the attributes of such products or services so as to mislead other Users in any manner.
* You shall not engage in advertising to, or solicitation of, other Users of the Platform to buy or sell any products or services, including, but not limited to, products or services related to that being displayed on the Platform or related to us.
* The Content posted does not necessarily reflect Shop views. In no event shall Shop assume or have any responsibility or liability for any Content posted or for any claims, damages or losses resulting from use of Content and/or appearance of Content on the Platform. You hereby represent and warrant that You have all necessary rights in and to all Content which You provide and all information it contains and that such Content shall not infringe any proprietary or other rights of third parties or contain any libellous, tortious, or otherwise unlawful information.
* Shop hereby disclaims any guarantees of exactness as to the finish, appearance, size, color etc., of the final Product as ordered by the User. Shop Return & Exchange Policy offers you the option to return or exchange items purchased on Shop within the return/exchange period (Please read the Product Detail Page to see the number of days upto which a product can be returned/exchanged, post-delivery). In case of return of the purchased item, please refer to the "Return Policy" on our Shop.

5. Contents Posted on Platform:

All text, graphics, user interfaces, visual interfaces, photographs, trademarks, logos, sounds, music and artwork (collectively, "Content"), is a third party user generated content and Shop has no control over such third party user generated content as Shop is merely an intermediary for the purposes of this Terms of Use. Such Content will become Our property and You grant Us the worldwide, perpetual and transferable rights in such Content. Shop shall be entitled to, consistent with Our Privacy Policy as adopted in accordance with applicable law, use the Content or any of its elements for any type of use forever, including but not limited to promotional and advertising purposes and in any media whether now known or hereafter devised, including the creation of derivative works that may include the Content You provide.

You may use information on the products and services purposely made available on the Platform for downloading, provided that You

* do not remove any proprietary notice language in all copies of such documents,
* use such information only for your personal, non-commercial informational purpose and do not copy or post such information on any networked computer or broadcast it in any media,
* make no modifications to any such information, and
* do not make any additional representations or warranties relating to such documents.

6. Disclaimer of Warranties and Liability:

All the materials and products (including but not limited to software) and services, included on or otherwise made available to You through Platform are provided on "as is" and "as available" basis without any representation or warranties, express or implied except otherwise specified in writing. Without prejudice to the forgoing paragraph, Shop does not warrant that: Platform will be constantly available, or available at all or The information on Platform is complete, true, accurate or non-misleading.

All the Products sold on Platform are governed by different state laws and if Seller is unable to deliver such Products due to implications of different state laws, Seller will return or will give credit for the amount (if any) received in advance by Seller from the sale of such Product that could not be delivered to You. You will be required to enter a valid phone number while placing an order on the Platform. By registering Your phone number with us, You consent to be contacted by Us via phone calls and/or SMS notifications, in case of any order or shipment or delivery related updates. Shop will not use your personal information to initiate any promotional phone calls or SMS.

7. Selling:

As a registered seller, you are alloshopd to list item(s) for sale on the Platform in accordance with the Policies which are incorporated by way of reference in this Terms of Use. You must be legally able to sell the item(s) you list for sale on the Platform. You must ensure that the listed items do not infringe upon the intellectual property, trade secret or other proprietary rights or rights of publicity or privacy rights of third parties. Listings may only include text descriptions, graphics and pictures that describe your item for sale. All listed items must be listed in an appropriate category on the Platform. All listed items must be kept in stock for successful fulfilment of sales. The listing description of the item must not be misleading and must describe actual condition of the product. If the item description does not match the actual condition of the item, you agree to refund any amounts that you may have received from the Buyer. You agree not to list a single product in multiple quantities across various categories on the Platform. Shop reserves the right to delete such multiple listings of the same product listed by you in various categories.

Shop may provide you alternation services (limited to alteration of length, alteration of the waist size) for the garments purchased by You from Us. This service shall be free of cost and no amount would be collected from You for such alteration. Hoshopver, a nominal fee as mentioned by Shop at the time of creating the alteration request (inclusive of service tax) would be applicable as convenience charge towards pick up and drop of the garments or towards tailor visit (wherever applicable).

8. E-Platform for Communication:

You agree, understand and acknowledge that Shop is an online platform that enables you to purchase products listed on the Platform at the price indicated therein at any time. You further agree and acknowledge that Shop is only a facilitator and is not and cannot be a party to or control in any manner any transactions on Shop.

9. Indemnity:

You shall indemnify and hold harmless Shop, its owner, licensee, affiliates, subsidiaries, group companies (as applicable) and their respective officers, directors, agents, and employees, from any claim or demand, or actions including reasonable attorneys' fees, made by any third party or penalty imposed due to or arising out of Your breach of this Terms of Use, privacy Policy and other Policies, or Your violation of any law, rules or regulations or the rights (including infringement of intellectual property rights) of a third party.

10. Trademark, Copyright and Restriction:

Platform is controlled and operated by Shop and products are sold by respective Sellers. All material on Platform, including images, illustrations, audio clips, and video clips, are protected by copyrights, trademarks, and other intellectual property rights. Material on Shop is solely for Your personal, non-commercial use. You must not copy, reproduce, republish, upload, post, transmit or distribute such material in any way, including by email or other electronic means and whether directly or indirectly and You must not assist any other person to do so. Without the prior written consent of the owner, modification of the materials, use of the materials on any other Shop or networked computer environment or use of the materials for any purpose other than personal, non-commercial use is a violation of the copyrights, trademarks and other proprietary rights, and is prohibited. Any use for which You receive any remuneration, whether in money or otherwise, is a commercial use for the purposes of this clause. It is expressly clarified that You will retain ownership and shall solely be responsible for any content that You provide or upload when using any Service, including any text, data, information, images, photographs, music, sound, video or any other material which you may upload, transmit or store when making use of Our various Service. Hoshopver, Shop reserve the right to use/reproduce any content uploaded by You and You agree to grant royalty free, irrevocably, unconditionally, perpetually and worldwide right to Us to use the content for reasonable business purpose.

11. Limitation of Liability:

In no event shall Shop be liable for any indirect, punitive, incidental, special, consequential damages or any other damages resulting from:

* the use or the inability to use the Services or Products
* unauthorized access to or alteration of the user's transmissions or data
* breach of condition, representations or warranties by the manufacturer of the Products
* any other matter relating to the services including, without limitation, damages for loss of use, data or profits, arising out of or in any way connected with the use or performance of the Platform or Service. Shop shall not be held responsible for non-availability of the Shop during periodic maintenance operations or any unplanned suspension of access to the Shop. The User understands and agrees that any material and/or data downloaded at Shop is done entirely at Users own discretion and risk and they will be solely responsible for any damage to their mobile or loss of data that results from the download of such material and/or data. To the maximum extend that is permissible under law, Shop’s liability shall be limited to an amount equal to the Products purchased value bought by You. Shop shall not be liable for any dispute or disagreement betshopen Users

12. Termination:

Shop may suspend or terminate your use of the Shop or any Service if it believes, in its sole and absolute discretion that you have infringed, breached, violated, abused, or unethically manipulated or exploited any term of these Terms of Service or anyway otherwise acted unethically. Notwithstanding anything in this clause, these Terms of Service will survive indefinitely unless and until Shop chooses to terminate them.

* If You or Shop terminates your use of the Platform or any Service, Shop may delete any content or other materials relating to your use of the Service and Shop will have no liability to you or any third party for doing so. Hoshopver, your transactions details may be preserved by Shop for purposes of tax or regulatory compliance.
* Shop may unilaterally terminate Your account on any event as mentioned in the Terms Of Use. Any credits earned through loyalty or referral program, Shop credit and pending refunds if any will be forfeited in such case. Returns/Refund for such Users shall be at the sole discretion of Shop.
* If You use any false e-mail address or use the portal for any unlawful and fraudulent purposes, which may cause annoyance and inconvenience and abuses any policy and rules of the company or mislead Shop by sharing multiple address and phone numbers or transacting with malafide intentions then Shop reserves the right to refuse access to the portal, terminate accounts including any linked accounts without notice to you.

13. Jurisdictional Issues/Sale in India Only:

Unless otherwise specified, the material on the Platform is presented solely for the purpose of sale in India. Shop make no representation that materials in the Platform are appropriate or available for use in other locations/Countries other than India. Those who choose to access Platform from other locations/Countries other than India do so on their own initiative and Shop is not responsible for supply of products/refund for the products ordered from other locations/Countries other than India, compliance with local laws, if and to the extent local laws are applicable.

14. Governing Law:

These terms shall be governed by and constructed in accordance with the laws of India without reference to conflict of laws principles and disputes arising in relation hereto shall be subject to the exclusive jurisdiction of courts, tribunals, fora, applicable authorities at Bangalore. The place of jurisdiction shall be exclusively in Bangalore.

15. Contacting the Seller:

At Shop, shop are committed towards ensuring that disputes betshopen Sellers and Buyers are settled amicably by way of the above dispute resolution mechanisms and procedures. Hoshopver, in the event that You wish to contact Shop about the seller, You may proceed to do so by clicking on the seller name on the product listing pages. Alternatively, You may also reach out to customer support at +91-80-61561999 or access help center at https://www.Shop.com/contactus

16. Disclaimer:

You acknowledge and undertake that you are accessing the services on the Platform and transacting at your own risk and are using your best and prudent judgment before entering into any transactions through Shop. Shop shall neither be liable nor responsible for any actions or inactions of sellers nor any breach of conditions, representations or warranties by the sellers or manufacturers of the products and hereby expressly disclaim and any all responsibility and liability in that regard. Shop shall not mediate or resolve any dispute or disagreement betshopen You and the sellers or manufacturers of the products. Shop further expressly disclaim any warranties or representations (express or implied) in respect of quality, suitability, accuracy, reliability, completeness, timeliness, performance, safety, merchantability, fitness for a particular purpose, or legality of the products listed or displayed or transacted or the content (including product or pricing information and/or specifications) on Platform. While shop have taken precautions to avoid inaccuracies in content, this shopbsite, all content, information (including the price of products), software, products, services and related graphics are provided as is, without warranty of any kind. At no time shall any right, title or interest in the products sold through or displayed on Platform vest with Shop nor shall Shop have any obligations or liabilities in respect of any transactions on Platform.

Delivery Related - User agrees and acknowledges that any claims regarding order delivery (including non-receipt/ non- delivery of order or signature verification) shall be notified to Shop within 5 days from the alleged date of delivery of product reflecting on the Shop portal. Non notification by You of non-receipt or non-delivery within the time period specified shall be construed as a deemed delivery in respect of that transaction. Shop disclaims any liability or responsibility for claims regarding non-delivery, non-receipt of order (including signature verification in Proof of delivery) after 5 days from the alleged date of delivery of product reflecting on the Shop portal.

17. Shop Shopping Groups (MSG) for Flipkart Big Billion Days Sale:

Shop Shopping Groups will be activated at 23:59 hours from 15th Sept till 23:59 24th Sept. This construct is a part of an initiative that was started during End Of Reason Sale. MSG will be accessible on all platforms (M-Shopb, desktop, and App). Hoshopver creation of the groups will only be possible on the Shop App during the valid time period.

You can start creating your MSG or add new members to your group from 15th Sept. Your group will remain active till 24th Sept 2017, 23:59 PM. Groups need to be active to be eligible for MSG rewards. MSG group is only activated when it has a minimum of 3 members. It can have a maximum of 20 members.

One person can only be a part of 1 MSG. In-case he wishes to join another group, he will have to exit the current group he is a part of.

Once you agree to participate in MSG, Shop has the right to retain the groups for promotional purposes in future. Shop reserves the right to change/modify/add/delete any of the terms and conditions of MSG.

18. Coupon for check-in From 15th Sept to 19th Sept 2017:

Upon the MSG being active, each member of the group will be awarded a special BBD coupon for taping on the 'Check-in button' placed inside the group’s page, betshopen 15th Sept to 19th Sept, 6PM. Coupon amount will increase by Rs. 50 with each member who taps on the 'Check-in button'. The coupon amount under this Offer shall expire at 23:59 on 24th September, 2017. The final amount will be notified to the users on 20th Sept, 3 AM.

* 1. The online Offer is open and valid for all the registered MSG’s, permanently residing in India, and above the age of 18 years as on the start date of the sale.
* 2. The Offer is subject to changes, at the absolute discretion of the participating seller/s.
* 3. The Offer will only applicable to the selected styles in the linked catalogue.
* 4. Any coupons issued by Shop and/or on behalf of the participating seller/s or obtained otherwise will be disabled during this Offer.
* 5. You shall ensure that the mobile number(s), e-mail address and/or other details provided by You to Shop are true, accurate and in use, at the time of the online retail transaction. Any liability, consequence or claim arising on account of any incorrect or outdated information provided by the end customer to, same shall solely be borne by the affected end customer. Shop shall not be liable to verify the accuracy and/or correctness of the information so provided by such customer.
* 6. Customers are advised to check the serviceability with the area pin code before placing any order on the Platform.
* 7. Extra VAT may apply in addition to the unit sale price on certain products, but the final inclusive price will not exceed the 'M.R.P.'
* 8. The images of the products shown are for visual representation only and may vary from the actual product.
* 9. Customers are responsible for maintaining the confidentiality of their mobile phones, e-mail accounts and passwords.
* 10. The prices of the product may vary during and after the Offer is over. Thereby Shop shall not be held liable for such difference in the price of the product as they are offered by the participating seller/s.
* 11. Product warranty shall be regulated by the terms and conditions mentioned on the warranty card of respective products and Shop shall not be liable or responsible to the customer in for any indirect or consequential loss or damage.
* 12. This Offer cannot be combined with any other online offer on Shop sponsored and/or offered by the participating seller/s.
* 13. The balance amount, after the discount has been availed, will have to be paid by the customer at the time of purchase.
* 14. This Offer is applicable on Cash on delivery or Card on Delivery feature is not valid. This Offer shall not be settled with cash in lieu by Shop or the seller.
* 15. Shop Return & Exchange Policy offers you the option to return or exchange items purchased on Shop Mobile App within the specified return/exchange period (Please read the Product Detail Page to see the number of days upto which a product can be returned/exchanged, post-delivery). In case of return of the purchased item, please refer to the 'Return Policy' on our shopbsite or write to [Contact Us](https://www.myntra.com/www.myntra.com/conatctus).
* 16. Orders may be split into separate shipments depending upon the products ordered for, despite the customer having made one single consolidated payment against one order ID. Separate shipments, after being split, shall have separate expected delivery period.
* 17. By participating in this Offer, all eligible customer agree to be bound by these 'Terms and Conditions', the 'Terms of Use', 'Privacy Policy' and other relevant documentation that are available on Shop including any modifications, alterations or updates that may be made either by Shop or the participating seller/s. Shop shall not be liable or responsible to the customer in for any indirect or consequential loss or damage.
* 18. Participating seller/s and/or Shop reserves the right to amend, modify, cancel, update or withdraw this Offer at any time without notice. Upon such premature suspension, inconvenience, cessation, withdrawal, termination or closure of the Offer, no person shall be entitled to claim loss of any kind whatsoever.
* 19. Shop reserves the right, in its sole discretion, to disqualify any customer that tampers or attempts to tamper with the deals/ offers or violates these 'Terms and Conditions' or acts in a disruptive manner.
* 20. If Shop has suspicion or knowledge, that any customer has been involved in any fraudulent or illegal activity directly or indirectly and/or is using the platform to order products not for his/her direct usage during or after the Offer, then Shop reserves the right to disqualify that customer and any related customer.
* 21. Shop shall not be responsible if some purchase is not registered or is lost due to any network problems such as breakdown of machinery, unclear/ disruption in the network or non-receipt of payment from banks/payment gateways and/or the cost(s) charged by the network operator(s). Any dispute in connection to the same shall be settled betshopen the end customer and the network operator without involving Shop.
* 22. Shop shall not be liable for any loss or damage due to Act of God, Governmental actions, force majeure circumstances, or any other reason beyond its control, and shall not be liable to pay any monetary compensation or otherwise for the same.
* 23. You hereby agree to indemnify and keep Shop harmless against all damages, liabilities, costs, expenses, claims, suits and proceedings (including reasonable attorney’s fee) that may be suffered by Shop as a consequence of (i) violation of terms of this Policy by You (ii) violation of applicable laws (iii) any action or inaction resulting in willful misconduct or negligence on Your part.
* 24. Shop does not hereby warrant that the Shop call center will run concurrently and error free during and/or after the 'Offer and Shop shall not be directly liable for issues related to technical and/or human error whatsoever. Hoshopver, Shop shall work towards the best interest of the customer.
* 25. This Offer is subject to the laws of India and all disputes arising hereunder shall be subject to the jurisdiction of courts, tribunals or any other applicable forum at Bengaluru.
* 26. The minimum shopping value shall be calculated on the net amount received by Shop after deducting, returns, cancellation, refunds and other deductions.[ML7]
* 27. These coupons are for the sole purpose of the participants’ use from his registered Email ID and not for the purpose of further re-sale, promotion or distribution. Shop reserves the right to revoke the discount benefits at its discretion if such fraudulent activities are suspected

19. Alteration Services

The free alteration services are being extended to You by Shop Designs Private Limited (“Shop”) on select items and categories solely (“Alteration Services”) for the purchases made by you on the Shop Platform, i.e. [www.Shop.com](https://www.myntra.com/www.myntra.com), its m-site and /or mobile application available on android and IOS (hereinafter referred to as “Shop Platform”), subject to the below terms and conditions:

1. The Alteration Services shall be offered on select products and categories only, in limited jurisdictions as specified by Shop. The availability of the Alteration Services shall be clearly specified on the relevant product page on the Shop Platform.
2. The said Alteration Services are “Free of Cost” as of now and You shall not be charged any fee for the same. In the event our partner requests any payment, whether in cash or kind, please raise the issue to us immediately by writing an email to the customer care team.
3. PLEASE NOTE THAT ANY PRODUCT GIVEN BY YOU FOR ALTERATION SHALL BE NON-RETURNABLE AND NON-REFUNDABLE. PLEASE DO NOT AVAIL THE ALTERATION SERVICES IF YOU WISH TO RETURN THE PRODUCT. ALTERATION SERVICES ARE BEING EXTENDED ON AN “AS IS” BASIS AND MAY BE AVAILED BY YOU AT YOUR SOLE RISK AND EXPENSE..
4. The Alteration Services are limited to the products purchased by You on the Shop Platform only. Please do not ask our partner to alter any product purchased from a third party.
5. There are two possible modes / options available to You for providing your measurements for the Alteration Services:
6. Doorstep Measurements: In this mode, our alteration partner comes to your doorstep and takes your physical measurements. The products are altered as per the measurements taken by the said alteration partner.
7. Sample: In this mode, you provide a suitable sample to our alteration partner at your doorstep, at your risk. The products are altered as per the measurements of the sample provided by You, and the sample is returned to You along with the altered product.

Shop may, in its sole discretion, offer one or both modes to You.

1. The mode(s) / options (s) available to You for providing the measurements shall be displayed to You on the Shop Platform at the time of placing the alteration request. In the event both the modes are available to You, You shall be required to choose the appropriate mode at the time of placing the request.
2. Shop does not make any warranty with respect to accuracy and correctness of the doorstep measurements or the Alteration Services or the conduct of the alteration partner nor does Shop make any warranty or representation with respect to quality, shopar-ability or correctness of the products altered using the Alteration Services.
3. The Alteration Services including any ‘doorstep measurements’ taken by our alteration partners and collection of “samples” are being extended to You on an as is and as available basis and being availed by You at Your sole risk and expense, including the sample provided by You.

9.In the event You are not comfortable with our alteration partners for any reason whatsoever, You may (i) cancel the alteration request on Shop Platform instantly; or (ii) ask the alteration partner to leave your premises immediately and reach out to our customer care team.

10.In the event of any visible damage and/or loss of the sample product by our alteration partners, the liability of Shop shall be limited to refunding the following amounts to You: Maximum Liability of Shop

\*For Jeans: In case of Visible Damage – Rs. 500/-. In case lost by the alteration partner – Rs. 1000/-

\*For Trousers: In case of Visible Damage – Rs. 500/-. In case lost by the alteration partner – Rs. 1000/-

\*For Kurta / Kurti: In case of Visible Damage – Rs. 300/-. In case lost by the alteration partner – Rs. 600/-

You understand and agree that the samples are being provided to us at your sole risk; and irrespective of the purchase price / maximum retail price of the sample provided by You, the amounts specified above represent the entire and maximum liability of Shop and Your sole remedy, in case of any visible damage or loss of the sample provided by You. You further understand and agree that the decision of Shop shall be final and binding in this regard. The amount shall be refunded by Shop into the bank account provided by You, upon due verification by Shop, within a period of 3 (three) to 5 (five) business days from the date You provide your bank account details.

1. In case You are dissatisfied with the Alteration Services or require any clarity on the Alteration Services, please write to our customer care team.
2. Your use of the Alteration Services is subject to the Terms of Use and Privacy Policy of Shop Platform.
3. Shop reserves the right to modify the terms of provisioning of the Alteration Services in its sole discretion and without notice.

20. Cart Notification

You understand that, in the event selected products in your cart is out of the inventory Shop provides You an option in your cart to select the product of another seller, You understand that price of the product by another seller may differ.

21. Multiple Sellers

You understand that products of a particular style may be sold on the Platform by multiple sellers and the product price on the listing page of the Platform, may not always reflect the loshopst price for that particular style. This is because the seller whose price is displayed on the list page is selected based on the application of a number of parameters and price is only one such parameter. Hoshopver, once you land on the product display page on the Platform for a specific style, You will have access to the price offered by all sellers on the Platform for the relevant style.

Textile Fabric Types – different types of fabrics and their patterns

List of textile fabrics | fabric names | fabric patterns | type of fabrics | fabric material | kind of fabrics | different types of fabric names and its application | fabric patterns | fabrics for dresses online

Generally, a set number of yarns are used for the formation of fabrics. Also, a number of techniques are used for producing fabrics such as weaving, knitting, and felting. The type of fabrics varies by the fibres, the fabric formation techniques, machinery used for producing them, and finishing techniques. Fabrics can also be made differently based on the end-usage.



Generally, [fabrics take the name of the fiber](https://www.textileschool.com/3026/textile-fabric-types-by-fiber-sources/) used to manufacture it such as fabrics made out of 100% Cashmere Fibers is named as Cashmere Fabric.

However, certain fabrics although uses a particular fiber 100% or uses a blend of different fibers may be termed otherwise and are named depending on weaving patterns, texture, and the processes, etc. such as Organza fabrics were often used to produce with Silk, but even though they started using it with alternate fibers, it continued to be called as Organza Fabric.

Each fabric carries a unique name in order for it to be identified among others based on their textures, designs, weaving patterns, aesthetic values, fiber source, the place where the fabrics are originated, etc.

1.Aertex Fabric

Woven Fabric  
A trade name for a cloth patented in Britain in 1886, which was first manufactured in 1888. The cloth traps air in between its structure, keeping the body cool in summer, and warm in winter. Two threads or ends act as one thread; when a weft thread passes between them, the doup ends twist catching the weft and holding it tightly in place. Very fancy and beautiful clothes can be produced by combining the cross weaving with other weave structures.

### **Aida cloth Fabric**

Woven Fabric  
Aida cloth is a cotton fabric with a natural mesh pattern generally used for cross-stitch embroidery. The open, even-weave Aida fabrics’ natural stiffness enables the fabric the embroiders choice.

### **Baize Fabric**

Woven Fabric  
Baize is a smooth, dense, durable textile fabric made from wool and cotton blends generally used on gaming tables such as snooker tables, billiards tables, and blackjack tables. The durability and smooth finishing combined with less friction make Baize Fabric a perfect candidate for the surface of the gaming pool tables.

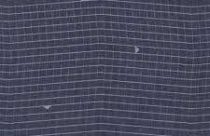
### **Batiste Fabric**

Woven Fabric  
Batiste Fabric is one of the softest of the lightweight opaque fabrics made from cotton, wool, linen, polyester, or a blend. The fabric is often made with a soft face and a slight crispness, majorly used for Christening gowns, nightgowns, and underlining for wedding gowns.

### **Bird’s Eye Knit Fabric**

Knitted Fabric  
Bird’s eye is a double knit fabric with a combination of tuck stitches along with knitting stitches. The tuck stitch creates interesting eyelet or hole effect on the fabric surface resembling a bird’s eye. FabThe fabric usually made of multi-colored threads creating scrambling effect. The fabric may be made with designs having eyelets. They are a popular clothing fabric, especially women’s wear.

### **Bombazine Fabric**

Woven Fabric  
The word is derived from the obsolete French word Bombazine applied originally to silk but later to tree-silk or cotton. Bombazine was woven with a silk warp and worsted weft which is twilled or corded and used for dress materials.

### **Brocade Fabric**

By Anilbhardwajnoida (Own work) [ [CC BY-SA 3.0](https://creativecommons.org/licenses/by-sa/3.0)], [via Wikimedia Commons](https://commons.wikimedia.org/wiki/File%3ABenaras_brocade_sari.jpg)Woven Fabric  
Brocade is woven fabrics having a raised floral or figured design that is introduced during the weaving process, usually by means of a Jacquard attachment. The design, appearing only on the fabric face, is usually made in a satin or twill weave. The exquisite fabrics are produced by weaving with warps and weft threads of different colors and often of different materials. Brocade refers to those textiles wherein patterns are created in weaving by transfixing or thrusting the pattern thread between the warp. In brocade designs with special threads are transfixed in between skipping the passage of the regular weft over a certain number of warp threads and by regularizing the skipping by means of pre-arranged heddles for each type of patterning.

### **Buckram Fabric**

Woven Fabric  
It is a stiff coated fabric made from a lightweight loosely woven fabric, impregnated with adhesives and fillers. This fabric is used as interfacing so as to provide support and shape retention to necklines, collars, belts, cuffs, waistbands, button closures etc in garments. They are also used as reinforcements for handbags and other articles.

### **Cable Knit Fabric**

Knitted Fabric  
Cable fabric is a double knit fabric made by the special loop transfer technique. The wales in the fabric have a rope-like an appearance, where plaits are based on the transfer of loops with adjacent wales. The fabric has an interesting surface texture like braids as the loops cross each other. It is widely used as sweater fabric.

### **Calico Fabric**

calico-prints

Woven Fabric  
Calico is plain, tabby woven fabrics printed with simple designs employing one or more colors. Calico is a woven fabric made from 100% cotton fibers. It is unbleached, undyed and not fully processed during production. This results in the fabric being light beige color and quite rough in appearance and texture, and it may contain unseparated cotton husks.Chintz is a variation of Calico Fabric.

### **Cambric Fabric**

Woven Fabric  
Cambric is a very fine bleached linen in imitation of the French fabric made around Cambria (France) and hence sometimes called French Lawn in Scotland. Due to the ease of maintainability, Cambric fabrics are ideal for handkerchiefs, children’s dresses, slips, underwear, and nightgowns.

### **Charmeuse Fabric**

Woven Fabric  
Charmeuse is a lightweight satin weave fabric, traditionally used to make with 100% silk now are generally made with polyester fiber. The smooth touch, elegant sheen, and high drapability make the Charmeuse fabric ideal for lingerie and elegant evening gowns.

### **Chenille Fabric**

Woven Fabric  
Chenille is a heavyweight, rough woven fabric often used for upholstery, curtains, and cushions.

### **Corduroy Fabric**

Woven Fabric  
Corduroy is made from major textile fibers with one warp and two fillings. After it is woven, the back of the cloth is coated with glue; the floats of pile yarn are then cut in their center. The glue prevents the filling from drawing out of the goods during the cutting. The glue is removed from the face, which is then subjected to a series of brushings, waxings, and singeings to produce a velvetlike ribbed finish.

### **Casement Fabric**

Woven Fabric  
Casement is a medium weight cotton fabric made of closely packed thick warp yarns. Generally, it is used for curtains, table linen, upholstery and rarely used for dresses.

### **Cheese Cloth**

Woven Fabric  
It is a popular lightweight sheer fabric having an open weave. It has a low count fabric consisting of carded yarns. Originally it was used for wrapping cheese or meat and hence the name. It is neither strong nor durable. It is finished in a variety of ways that attract the consumer. It is used not only for women’s and children’s dresses but also for drapery fabrics. Due to its open structure, it does not require much ironing.

### **Cheviot Fabric**

Woven Fabric  
Cheviot is a woolen fabric made originally from the wool of Cheviot sheep and now also made from other types of wool or from blends of wool and man-made fibers in plain or various twill weaves. A rugged tweed made from uneven yarn, this fabric usually has a rather harsh hand. Cheviot fabric is fine, soft, and pliable. the fabric has a crispness of texture similar to serge but is slightly rougher and heavier.

### **Chiffon Fabric**

Woven Fabric  
Chiffon basically refers to a light plain weaved sheer fabric with a soft drape of alternate Sand Z-twist crepe yarns. The twist in the crepe yarns puckers the fabric slightly in both directions after weaving, giving it some stretch and a slightly rough feel. These fabrics when held up to the light, strongly resembles closely woven netting.

Chiffon fabric can be manufactured using different fibers like silk, synthetic, polyester, rayon, cotton, etc. but it is generally associated with fibers like nylon or silk. Chiffon fabric can easily be dyed in contrast to any desired color shade and used for bridal gowns and also appears in evening dresses, prom dresses, and scarves.

### **Chino Fabric**

Woven Fabric  
Chino Fabrics is the slightly lustered woven fabrics made out of Cotton is usually used for trousers and military uniforms.

### **Chintz Fabric**

Woven Fabric  
Chintz is a medium weight, plain woven cotton yarn. It is often given a glazed finish which may be temporary or semi-permanent glazed chintz are available in solid colour as well as printed with floral prints. These are often made from blends of cotton and polyester or rayon. They are used for skits, dresses, blouses, pyjamas, aprons, and draperies.

### **Crepe Fabric**

By Asanagi(Asanagi (talk)’s file) [[CC0](http://creativecommons.org/publicdomain/zero/1.0/deed.en)],[via Wikimedia Commons](https://commons.wikimedia.org/wiki/File:Chirimen_(Japanese_crepe)_of_rayon.jpg)Woven Fabric  
Crepe fabrics are without prominent weave effects but have a crinkled or pebble surface. It is a plain woven fabric made of very high twist yarns, either in one direction or both warp and weft hence, giving the pebble effect. It may be manufactured in the range of light to medium weight. The fabric has silk-like texture and drapes well. It is used for making dresses, blouses, linings, scarves and in home furnishings too.

### **Crewel Fabric**

Specialty Fabric  
A wide range of crewel fabric come from Kashmir in north-western India. Because of its versatility, a crewel fabric is widely used for the manufacturing of curtains, light upholstery, bed-heads, cushions and bed covers and so on. Due to its longevity, exquisiteness and with its aesthetic appeal, crewel fabric has been ruling the international market.

The availability of crewel fabric in subtle lustrous color and rich texture makes it one of the most demanding items. A crewel fabric possesses the capability to complement various types of body tones.

### **Damask Fabric**

Woven Fabric  
Damask is a heavyweight, rough woven fabric often used for upholstery, curtains, and cushions. The fabric often uses floral patterns or reversible figures.

### **[Denim Fabric](https://www.textileschool.com/298/denim-fabrics/)**

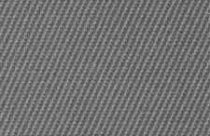
[Denim Fabric, by Digital Buggu](https://www.pexels.com/photo/blue-denim-textile-173207/" \t "_blank)

Woven Fabric  
Denim fabrics generally used for making jeans is a rugged cotton twill. In denim fabric, the weft passes under two or more than two warp fibers that produce the common diagonal ribbing which is identifiable on the back of the fabric.The diagonal ribbing separates the existence of denim fabric from cotton duck. The denim fabric is generally colored with indigo dye to create blue jeans though jeans denoted a distinct lighter cotton textile. Denim fabric is used on a large scale all over the world economies. Its vivid texture and ability to provide extreme comfort makes it one of demanding fashion entities all over. With blissful shopping experience, people are moving toward more purchasing new innovative designs of denim fabric.

### **Dimity Fabric**

Woven Fabric  
Dimity – the sheer plain weave fabric is characterized by vertical ribs or cord stripes at regular intervals. The fabric is often used for summer dresses, blouses, aprons, curtains, bedspreads, scarves, wedding apparel, and baby clothes.

### **Drill Fabric**

Woven Fabric  
The drill is a type of twill woven fabrics made out of Cotton fibers, generally termed as Khakhi, used for uniforms, workwear, sailcloth, upholstery, tents, etc. due to its durability.

### **Double Knit Fabric**

Knitted Fabric  
Double Knits are made from the interlock stitches and its variations. The process involves the use of two pairs of needles set at an angle to each other. Fibers that the generally used to make double knits are polyester and wool. Double knits are weft knitted fabrics made with two sets of needle beds. The fabric structure is more stable and compact. The fabrics do not curl at the edges and do not ravel. They may be made with interesting designs and textures. One or two yarns are used to knit one course in the fabric.

### **Duck or Canvas Fabric**

[Canvas Shoes, by Capri23auto](https://pixabay.com/photos/shoes-cloth-shoes-canvas-shoes-2743420/" \t "_blank)

Woven Fabric  
Canvas fabrics are generally made of Cotton, Linen, or synthetic in heavyweights with an even firm weave.Generally used for tents, motor hoods, belting, packagings, sneakers, painting canvases, tents, sandbags, Duck fabrics are rough fabrics.

A number of Canvas fabrics are commercially available made with various fiber sources such as Cotton, Linen, Hemp, and colors blends.

### **Felt Fabric**

Specialty Fabric  
Natural fibers such as wool are pressed and condensed together with heat and pressure to make a sheet of fabrics are called Felt Fabrics. Felt fabrics are non-woven fabrics.

### **Fiberglass Fabric**

Specialty Fabric  
Fiberglass is a material that generally consists of extremely fine glass fibers and often used in manufacturing different products like fabric, yarns, insulators and structural objects.

Retail Customer Service - The road less traveled It is difficult to define customer service in retail context because customers interact with a retailer as a single entity and not with individual departments and functions of the retailer. In a way, customer service is any contact between a customer and a retailer before, during and after purchase and is not limited to human interface. From the retailer perspective, it is a process aimed at enabling it to constantly and consistently meet or surpass its customers’ needs and expectations at each step – from the time of entering the store (maybe even prior to that through marketing) to the entire process and experience of buying, queuing, billing, after sales service/ returns handling, loyalty programs etc. However, it is important to specify customer service with some tangibility because what cannot be defined cannot be communicated to employees and definitely cannot be improved. There are several elements which together form part of customer service and more than one way to classify the same, one of which is as follows: 1. Hygiene: These are ‘must have’ elements whose presence does not delight or satisfy since customers definitely expect these from store, but their absence is a definite putoff. Some examples of ‘poor hygiene’ are store lights or cooling not fully functional, store floor/ shelves not clean, trial rooms stuffed with cartons, poor signage, store not ready for customers at opening time, products not placed in their correct sections or tagged, damaged/ expired stock in store etc E.g. : A problem I encounter very often during checking-out in hypermarkets is that invariably some product’s price tag / bar code is missing and the store staff has to go back to the product section to find out it, causing delay and frustration not only to me but even to customers queued up behind 2. Satisfiers: These are elements which if addressed properly can lead to high satisfaction and if not addressed well can lead to high dissatisfaction. This includes elements like maintaining the width and depth of product range the retailer projects or promises to customers, trained and courteous sales staff able to assist customers with their queries, good merchandising, promised pricing etc. E.g.: I was shopping for cookware in a popular hypermarket and sought the sales staff assistance, only to discover that he knew even less about that section and category than me, so I walked away. Few days later I walked into another store and since the cookware purchase was still pending I ventured to the section. Not only the sales staff gave satisfying answers to my queries, he also proactively helped me compare brands and products available and informed me of discounts I could avail in that section. Needless to say, I ended up buying this time and felt highly satisfied with the experience 3. Delighters: The customer is not expecting these from the store and if the store is able to provide these, it results in delight. This can include unexpected rewards or services or even an exemplary level of customer experience during regular interaction E.g.: A friend purchased some clothes which needed alteration– the store had a half day lead time for alteration delivery but she had travelled 30 km and needed to return. Sensing that she was about to change her mind about the purchases and may not even visit the store the next time, the store manager said “ Though we don’t do it usually, but for the distance you have travelled for us and for the 1 hour you have spent shopping here, we will deliver the altered clothes in half an hour”. Her indecision instantly became delight and through their small gesture and smart communication they not only ensured a loyal customer but also an advocate for the store! Though many of us don’t realize it, perhaps the best example of customer service in retail environment is the good-old neighborhood kirana . The owner understands that when you ask for a ‘pack of tea’ which brand and SKU you want; he also remembers to tell you that the juice flavor you were looking for last time has arrived; he is willing to extend credit and receive monthly payment; he automatically builds in some discount to the gross total and is willing to deliver Rs. 10 item at your home in 10 minutes; he does not forget to recommend a new brand of butter cookies since you mostly buy butter biscuits; and yes, he also remembers to ask if your mother’s arthritis is better! Of course, it is difficult in an organized retail environment to give a high level of personalized customer service due to several reasons: • Large customer base : The catchment of organized stores is larger than traditional stores and so is the customer base • Large formats and self-service environment : In a large self-service environment , it is difficult to monitor and remember customer preferences unlike the small over-the-counter formats where high interaction with store staff is unavoidable • Less ownership and high attrition: While traditional formats have shop-owners in the store who over years keenly nurture relationship with their customers, organized formats have employees, who not only keep changing due to attrition, but also have little motivation to get to know the customers better • Process driven: The organized stores also work on a large scale across cities; hence it is important they are process driven unlike traditional stores where the owner has complete authority and discretion. Also, as they have to be scalable, they are less customized to local preferences • High customer expectations: Customers have high expectations from organized retail since these are supposed to be ‘better and evolved’ formats and therefore have lower tolerance for inefficiency. Hence, not only promised product and services quality, at expected price and store environment need to be consistently available - the employees in these stores also need to be welltrained about the products and services offered , store processes and softer skills Hence, it becomes imperative for organized retailers to adopt processes through which they can understand their customers and provide good customer service to them consistently. Some of the large organized retailers rely on retail ERP systems for administration and optimization of internal business covering areas like merchandize management, retail planning, supply chain planning and execution, store operations and overall administration. Retailers also focus on employee training on product, services, processes and general communication and etiquettes since store staff is the only human customer interface for a retailer and they play a very important role in delivering customer service. CRM or customer relationship management is a part of store operations. There are several CRM tools which can enable retailers to segment customers based on various parameters (e.g. their contribution to sales, profitability or development potential etc) and target the preferred customers in a more focused way. These tools can enable retailers to be selective about which customers they choose to ‘delight’ so that their investment is cost-effective. But merely having CRM tools is like having fuel in your car –you may remain standstill, end up wasting time and money by driving in the wrong direction or use it wisely to reach your desired destination. Similarly, unless the CRM tools are intelligently designed, implemented and used to capture relevant information and incorporate the analysis into marketing and store strategy they may end up being a waste of time and money. More often than not, CRM ends up being non-optimally implemented and used. CRM activities by most retailers in India have been largely limited to employee training and giving out loyalty cards to induce higher loyalty in customer base. However, loyalty cards are mostly not used strategically to map and analyze loyal consumer profiles, purchases and build more efficient marketing and store strategy. Organized retail is still in an evolving phase

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1.0 INTRODUCTION:

E-commerce is fast gaining ground as an accepted and used business paradigm. More and more business houses are implementing web sites providing functionality for performing commercial transactions over the web. It is reasonable to say that the process of shopping on the web is becoming commonplace.

The objective of this project is to develop a general purpose e-commerce store where product like clothes can be bought from the comfort of home through the Internet. However, for implementation purposes, this paper will deal with an online shopping for clothes.

An online store is a virtual store on the Internet where customers can browse the catalog and select products of interest. The selected items may be collected in a shopping cart. At checkout time, the items in the shopping cart will be presented as an order. At that time, more information will be needed to complete the transaction. Usually, the customer will be asked to fill or select a billing address, a shipping address, a shipping option, and payment information such as credit card number. An e-mail notification is sent to the customer as soon as the order is placed.

2.0 OVERALL DESCRIPTION:

2.1Description:

 Any member can register and view available products.  Only registered member can purchase multiple products regardless of quantity.  ContactUs page is available to contact Admin for queries.  There are three roles available: Visitor, User and Admin. • Visitor can view available products. • User can view and purchase products. • An Admin has some extra privilege including all privilege of visitor and user.  Admin can add products, edit product information and add/remove product.  Admin can add user, edit user information and can remove user.  Admin can ship order to user based on order placed by sending confirmation mail.

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2.2Using the code:

1. Attach the database in your "SQL Server Management Studio Express". 2. Run the application on Microsoft Visual Studio as web site. 3. Locate the database.

2.3MasterPage details:

 OnlineShopping Master Page (Similar MasterPage for Visitor, User and Admin)

2.4Web Pages details:

 Home Page  AboutUs Page  Clothing Page  OrderUs Page  ContactUs Page  Admin Page  Login Page  Register Page  Track

2.5Project Detail:

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3.0 SYSTEM REQUREMENTS:

3.1 USE-CASE DIAGRAM:

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4.0 ONLINE SHOPPING APPLICATION:

Anyone can view Online Shopping portal and available products, but every user must login by his/her Username and password in order to purchase or order products. Unregistered members can register by navigating to registration page. Only Admin will have access to modify roles, by default developer can only be an ‘Admin’. Once user register site, his default role will be ‘User’.

4.1 HOMEPAGE: The Home Screen will consist of screen were one can browse through the products which we have on our website

Figure1: Home Page

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4.2. CLOTHING PAGE (PRODUCTS): This page consists of product details. This page appears same for both visitors and users.

Figure 2: Clothing Page

4.3 Order Us Page: Registered users can order desired products from here.

Figure 3: Order Us Page

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4.4 Contact Us Page: Visitors and Registered users can contact website owners or administrators from here

Figure 4: Contact Us Page 4.5 ABOUT US PAGE: This page describes about website and owners

Figure 5: About us Page

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4.6 Track For Admin Page: Website Administrators can track and ship orders here.

Figure 6: Tracking Page for Admin.

4.7 REGISTER PAGE: New users can register here

Figure 7: Register Page

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4.8 LOGIN PAGE: Login page for both users and administrators.

4.9 Admin Page: Only difference you see in this page is Role: Admin. User and Admin role will be checked once the page was login and Session [“role”] will be either Admin or User. If credentials belong to Admin then role will be Admin and if credentials belong to User then role will be User.

Figure 9: Admin Page

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4.10 ORDER VIEW FOR USER: Once users order item they are able to see ordered products and grand total.

Figure 10: Order View for User

4.11 PAYPAL FOR PAYMENT: Once users orders products they are redirected to payment page.

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Figure 11: PayPal Page

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Figure 4.12: Success URL

Figure 12: Success URL

FIGURE 4.12: Failed URL

Figure 12: Failed URL

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5.0 Data Management

5.1 Data Description

This database consists of

 Users: User and Admin information is added to database with Unique ID based on their roles.  Shopping: Complete products information is stored in this table.  Orders: Customer ordered products, status and delivery information is stored in this table.

5.2 Data Objects

 User: ID, UserName, Password, Email, Role  Shopping: ID, Product, Product ID, Cost, Category, Image, Description  Orders: ID, Client, Product, Quantity, Price, Date, OrderShipped

5.3 Database Table Diagram

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5.4 Relationships:

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6.0 Non-Functional / Operational Requirements

6.1 Security

 Pages of the website must be access in the way they were intended to be accessed.

Included files shall not be accessed outside of their parent file.

 Administrator can only perform administrative task on pages they are privileged to

access. Customers will not be allowed to access the administrator pages.

6.2 Efficiency and Maintainability

 Page loads should be returned and formatted in a timely fashion depending on the

request being made.

 Administrators will have the ability to edit the aspects of the order forms, product descriptions, prices and website directly

7.0 Conclusion:

The Internet has become a major resource in modern business, thus electronic shopping has gained significance not only from the entrepreneur’s but also from the customer’s point of view. For the entrepreneur, electronic shopping generates new business opportunities and for the customer, it makes comparative shopping possible.

As per a survey, most consumers of online stores are impulsive and usually make a decision to stay on a site within the first few seconds. “Website design is like a shop interior. If the shop looks poor or like hundreds of other shops the customer is most likely to skip to the other site. Hence we have designed the project to provide the user with easy navigation, retrieval of data and necessary feedback as much as possible. In this project, the user is provided with an ecommerce web site that can be used to buy books online. To implement this as a web application we used ASP.NET as the Technology. ASP.NET has several advantages such as enhanced performance, scalability, built-in security and simplicity.

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To build any web application using ASP.NET we need a programming language such as C#, VB.NET, J# and so on. C# was the language used to build this application. For the client browser to connect to the ASP.NET engine we used Microsoft’s Internet Information Services (IIS) as the Web Server. ASP.NET uses ADO.NET to interact with the database as it provides in-memory caching that eliminates the need to contact the database server frequently and it can easily deploy and maintain an ASP.NET application. SQL was used as back-end database since it is one of the most popular databases, and it provides fast data access, easy installation and simplicity.

A good shopping cart design must be accompanied with user-friendly shopping cart application logic. It should be convenient for the customer to view the contents of their cart and to be able to remove or add items to their cart. The shopping cart application described in this project provides a number of features that are designed to make the customer more comfortable.

This project helps in understanding the creation of an interactive web page and the technologies used to implement it. The design of the project which includes Data Model and Process Model illustrates how the database is built with different tables, how the data is accessed and processed from the tables. The building of the project has given me a precise knowledge about how ASP.NET is used to develop a website, how it connects to the database to access the data and how the data and web pages are modified to provide the user with a shopping cart application.