AR DELIVERO – Return Policy for Supplier Partners

Effective Date: [Insert Date]

Applies To: All supplier partners providing goods to AR DELIVERO customers in Jammu and Kashmir, India.

1. Objective

This return policy ensures fair handling of returned products and protects the interests of both our customers and supplier partners. It outlines the conditions under which items can be returned and the responsibilities of each party.

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2. Return Eligibility

Customers can request returns for the following reasons:

Wrong item delivered (different from what was ordered)

Damaged or spoiled products at the time of delivery

Expired items

Missing items from the order

Return Window:

Perishable items (e.g., bakery, dairy, fresh produce): Must be reported within 2 hours of delivery.

Packaged or non-perishable grocery items: Must be reported within 24 hours of delivery.

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3. Supplier Responsibilities

Suppliers must:

Ensure accurate, high-quality, and fresh inventory

Properly package items to avoid damage or spoilage during transit

Accept returns initiated within the allowed time frame and for valid reasons

Coordinate with AR DELIVERO logistics team for pickup of returned goods

Failure to comply with quality and packaging standards may lead to:

Deduction of the value of returned goods from the supplier’s payment

Temporary suspension from the platform for repeated issues

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4. Return Process

1. Customer Initiates Return via the AR DELIVERO app

2. AR DELIVERO Verifies Claim (photos, description, timestamps)

3. Logistics Team Picks Up Item, if required

4. Returned Product Assessed and reported to supplier

5. Refund/Deduction Processed based on the outcome

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5. Non-Returnable Items

Unless delivered in error or defective, the following are non-returnable:

Custom-made bakery products

Opened or used items

Items without original packaging (unless the issue is spoilage or damage)

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6. Dispute Resolution

If the supplier disputes a return:

They must notify AR DELIVERO support within 24 hours of return notification

Disputes will be reviewed by our Quality Assurance team with supporting evidence (photos, delivery timestamps, etc.)

Final decision will be made within 3 business days

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7. Modifications

AR DELIVERO reserves the right to update this policy. Supplier partners will be notified of changes at least 7 days in advance.

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Contact

For support or questions regarding returns:

📧 Email: support@ardelivero.in

📞 Phone: +91-XXXXXXXXXX