

Order Booking Document - Terms, Privacy, and License

Terms and Conditions

1. ORDER ACCEPTANCE AND CONFIRMATION

All orders are subject to verification and approval. The company reserves the right to accept or decline any order at its sole discretion. Once an order is placed, an Order ID will be generated and sent to the customer via email or other specified communication channels. Order confirmation is conditional upon the successful completion of payment and verification of information provided.

2. PRICING AND CHARGES

Prices are provided in the applicable currency and may vary based on location, product/service category, and promotional offers. All pricing is inclusive of standard government taxes unless otherwise noted. Additional fees such as shipping, handling, or expedited processing may apply and will be disclosed prior to final order submission.

3. PAYMENT TERMS

All payments must be completed using approved payment gateways or methods such as credit card, debit card, UPI, or net banking. The payment must be successfully processed and confirmed before the order is finalized. Failure to pay within the stipulated time frame may result in the cancellation of the order.

4. ORDER PROCESSING AND DELIVERY

Orders will be processed in the order they are received. The estimated delivery time is provided at the time of booking but may vary due to external factors. Customers are advised to track their order using the tracking number provided upon dispatch. We are not responsible for delays caused by courier services or force majeure events.

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5. CANCELLATIONS, RETURNS, AND REFUNDS

Cancellations must be initiated within 24 hours of order placement. Products or services already dispatched are not eligible for cancellation. Returns are accepted only if the item is defective or incorrect. Refunds for eligible returns will be processed within 7-10 working days, subject to inspection and approval.

6. CUSTOMER OBLIGATIONS

Customers must provide accurate and up-to-date information including shipping address, contact details, and payment credentials. The company is not liable for issues resulting from incorrect or incomplete information.

7. LIMITATION OF LIABILITY

The company shall not be held responsible for any indirect or consequential losses, including but not limited to loss of revenue, loss of data, or service interruption. The maximum liability of the company in any case shall not exceed the total value of the order in question.

8. GOVERNING LAW AND JURISDICTION

These terms are governed by the laws of the jurisdiction where the company is registered. Any legal disputes will be handled exclusively by the courts of that jurisdiction.

Data Privacy Policy

1. COLLECTION OF INFORMATION

We collect personal data to fulfill orders, verify identity, process payments, and offer customer support. The information includes your name, address, email, phone number, payment method, order history, and device

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information.

2. PURPOSE OF DATA COLLECTION

The collected information is used for:

- Processing transactions and orders
- Providing shipping and tracking updates
- Managing returns and refunds
- Enhancing customer support and communication
- Preventing fraud and ensuring security compliance

3. DATA SHARING

We only share personal data with third-party service providers who support our business operations, including payment processors, logistics companies, and customer support platforms. All such partners are contractually obligated to maintain confidentiality.

4. DATA RETENTION AND DELETION

Your personal data will be retained as long as necessary for the purpose for which it was collected or as required by law. You may request the deletion of your personal data by contacting us at our official support email.

5. SECURITY MEASURES

We utilize advanced security tools including data encryption, secure servers, firewalls, and limited access protocols to protect your data from unauthorized access and breaches.

6. USER RIGHTS

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You have the right to access, correct, or delete your data. You can also opt out of marketing communications.

Requests can be made via email and will be responded to within a reasonable time frame.

License Agreement

1. LICENSE GRANT

The company grants you a limited, non-exclusive, non-transferable license to use this document for internal order management purposes only. The license does not grant ownership of the content or the right to distribute the document publicly.

2. PERMITTED USES

- Generating and managing internal order records
- Archiving and auditing past orders
- Training and support within your organization

3. PROHIBITED USES

You may not:

- Reproduce or sell the document
- Distribute copies outside your organization
- Modify and redistribute under your own branding without written consent

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