**Shipping Policy**

A simple online store shipping policy can help to reduce or even eliminate these problems – saving you time and allowing you to focus on what’s important: growing your business.

Shipping policies are a way for you to explain to customers how your business’s shipping process works. These policies include information about when customers can expect to receive their orders, the cost of shipping, and what happens if something doesn’t go according to plan.

Although shipping policies aren’t a legal requirement, establishing rules and setting clear expectations can help you build trust with customers and avoid customer service issues.

A shipping policy is the best way to communicate your business’s shipping process to customers. Shipping policies are also an effective way to set expectations, reduce customer service inquiries, and build trust.

A good shipping policy should be thorough, detailed, and easy to understand.

A shipping policy is just what it sounds like: a document that describes available carriers, shipping methods, shipping restrictions, delivery costs, and estimates for transit times… and answers every *other* question you can imagine prospects might have about how your products arrive at their respective front doors.

Remember, elements of your shipping policy will vary based on your product, your margins, your customers, and more. In Chocomize’s case, there’s a genuine concern that the product might melt during transit—a concern that needed to be addressed.

A shipping policy builds trust with your customers by being transparent and ensuring your clientele has easy access to all the information they need.

By providing information about details like how long it might take to ship international orders, or what your shipping cutoff times are with respect to holidays, customers can get a full picture of how your shipping and delivery systems may affect them.

Our shipping and delivery policy to explicitly outline how much you charge for shipping, including variations in shipping price based on location.

Customers deserve the opportunity to review and calculate the total cost of making a purchase before they make said purchase, and will appreciate this level of transparency.

**Cancellation Policy**

The purpose of a company cancellation policy is to limit when, how, and why a client can cancel an appointment or service without penalty. While each company tends to have a different cancellation policy based on their services, every cancellation policy template should have three key pieces of information.

All Products ordered from the Website and successfully delivered to the User by the respective seller or supplier may be returned to the Seller in accordance with the terms contained in the respective Product’s seller policy.

All products are sold directly from the website of the merchant, Wishtry does not hold any inventory and does not conduct the sale of the product. Even the payment for the gifts are processed at the merchant’s website and Wishtry cannot issue a refund for the product.

Wishtry accepts the cash gift on behalf of the Wishtry owner and reimburses the money to the Wishtry owner at the end of the event date. The money will be sent to the user after deducting the relevant charges. Wishtry will not issue a refund to the contributor.

The User acknowledges that the Website will not be liable for any damages, interests or claims etc. resulting from non-processing an order or any delay in processing an order which is beyond control of the Website.

How long do you want to give the client to cancel without penalty and when does the penalty kick in? 24- to 48-hour notice periods are the most common among small businesses. Make sure you send along your cancellation policy as soon as possible to ensure that your client is fully informed about your policy in advance.

 Contact information for cancellations. Determine whether you want to be notified via text, email, or by phone and be sure to provide contact details like the email address or phone number you want the client to use.

**Privacy Policy**

Privacy is not a new concept. Humans have always desired privacy in their social as well as private lives. But the idea of privacy as a human right is a relatively modern phenomenon.

Around the world, laws and regulations have been developed for the protection of data related to government, education, health, children, consumers, financial institutions, etc.

This data is critical to the person it belongs to. From credit card numbers and social security numbers to email addresses and phone numbers, our sensitive, personally identifiable information is important.

Companies or websites that handle customer information are required to publish their Privacy Policies on their business websites. If you own a website, web app, mobile app or desktop app that collects or processes user data, you most certainly will have to post a Privacy Policy on your website (or give in-app access to the full Privacy Policy agreement).

For individuals to feel comfortable sharing their personal information on the internet, there should be some sort of legal responsibility on businesses to protect that data and keep the users informed about the status and health of their information.

For a business or a website that collects and processes user information in a certain region or country, it is very important to have complete knowledge of the data and privacy protection laws enforced in that region and the region your customers and end users are in. Non-compliance with these laws can result in hefty fines or even prosecution against the violator.

A Privacy Policy is a statement or a legal document that states how a company or website **collects**, handles and processes data of its customers and visitors. It explicitly describes whether that information is kept confidential, or is shared with or sold to third parties.

**Return Policy**

A Return and Refund Policy is the agreement where you inform customers about your policies regarding returns and refunds.

It usually includes the following pieces of information:

How many days they have to return a product

How will they receive the refund (credit or replacement)

If you offer refunds for digital products or in-app purchases

Who pays for shipping to return the product

While there isn't a law requiring ecommerce stores to have a Return Policy, you may need one if you wish to enforce your terms and parameters of returns and refunds.

Another reason for having a Return Policy even if not required by law is that most consumers prefer to shop at retailers with a clearly-posted Return Policy. This is especially important when shopping online, as more issues are likely when purchasing something without being able to see it in person first.

If you don't have a Return Policy, you may be at the mercy of state laws regulating return and refund timeframes. You may also lose potential customers who are concerned about not being able to return a product if they need or want to.

Once we receive your item, we will inspect it and notify you that we have received your returned   
item. We will immediately notify you on the status of your refund after inspecting the item.   
  
If your return is approved, we will initiate a refund to your credit card (or original method of   
payment).   
  
You will receive the credit within a certain amount of days, depending on your card issuer's policies.

We accept returns. You can return unopened items in the original packaging within 30 days of your purchase with receipt or proof of purchase. If 30 days or more have passed since your purchase, we cannot offer you a refund or an exchange.

Upon receipt of the returned item, we will fully examine it and notify you via email, within a reasonable period of time, whether you are entitled to a return. If you are entitled to a return, we will refund your purchase price and a credit will automatically be applied to your original method of payment.

Only regular priced items may be refunded. Sale items are non-refundable.

**Refund Policy**

Having a clear Refund Policy can instantly make your store seem more attractive and professional, which encourages customers to shop with you? Think of it from a consumer's perspective - if you don't know what a store's Refund Policy is, would you really buy goods or services from them?

Even if you don't offer refunds, customers still have a right to know what your position is. So, every ecommerce store, or website selling goods and/or services, should have at least a few clauses on refunds.

A return and refund policy outlines how, when, and under what conditions your customers can return purchased goods and services.

Not only do customers expect to find this policy on your site, but it’s required by various US laws.

No two return policies should look the same. Determine your business needs and customer demands to decide how best to craft your own return and refund policy from scratch, or how best to fill in the template above.

Here’s a breakdown of the main sections a return policy includes:

As the name implies, a return policy should clearly indicate if customers are allowed to return purchased products or claim refunds on paid-for services.

Elaborate on this further by detailing how customers have to return an item, what items your returns policy does or does not apply to, and what condition an item must be returned in.

Only valid payment methods acceptable to 121 Systems may be used, for orders and all refunds will be credited back through the same manner.

Concerning any payments by credit card or electronic funds transfer, by submitting your order for processing, you authorise us to charge your order (including taxes, shipping, handling and any amounts agreed upon before order submission) to your credit card or account.

If your credit card or account cannot be verified, or is invalid, or is not otherwise acceptable, your order may be suspended or cancelled automatically.

All prices and availability of products are subject to change without notice.

Taxes will be adjusted from the amount shown on the billing screens, which may be caused by several factors, including variances between processor programs and changes in tax rates.

**Dispute Resolution**

The most common form of judicial dispute resolution is litigation. Litigation is initiated when one party files suit against another. In the United States, litigation is facilitated by the government within federal, state, and municipal courts. The proceedings are very formal and are governed by rules, such as rules of evidence and procedure, which are established by the legislature. Outcomes are decided by an impartial [judge](https://en.wikipedia.org/wiki/Judge) and/or [jury](https://en.wikipedia.org/wiki/Jury), based on the factual questions of the case and the application law. The verdict of the court is binding, not advisory; however, both parties have the right to appeal the judgment to a higher court. Judicial dispute resolution is typically adversarial in nature, for example, involving antagonistic parties or opposing interests seeking an outcome most favorable to their position.

Dispute resolution is the process of deciding a dispute or a conflict that has arisen between transacting parties. The decision can be arrived at either in an amicable manner or adversarial manner, either by the parties themselves or a neutral third party. The differences between the parties are addressed by dealing with their transaction-related interests.

Broadly, there are three methods of dispute resolution:

Traditional Dispute Resolution

Alternate Dispute Resolution

Hybrid Methods of Dispute Resolution

While the traditional dispute resolution method or litigation refers to the proceedings before an appropriate court of law according to the procedure established, the alternative methods are more flexible and party-centric and include negotiation, mediation, conciliation and arbitration. Hybrid-methods, as the name implies are a cross-over between two alternative methods of dispute resolution.

The need to evolve alternative mechanisms to reduce the burden of the Courts and provide speedy access to justice alongwith the revival and strengthening of traditional systems of dispute resolution prompted the introduction of 'Section 89' in the Code of Civil Procedure, 1908 and ultimately, the Arbitration and Conciliation Act, 1996. The former opened the passage of statutory reference to ADR, either by the Courts or the parties themselves.

Under the provisions of Section 89, CPC, reference for the resolution of disputes could be had to any one of the following:

Arbitration or Conciliation- Proceedings under the provisions of the Arbitration and Conciliation Act, 1996.

Lok Adalat- Reference to Lok Adalat under Section 20 (1) of the Legal Services Authorities Act 1987, all provisions of which shall then apply.

Judicial Settlement- Reference by Court to a suitable institution or person who/ which shall be deemed to be a Lok Adalat and all other provisions of the 1987 Act shall apply

Mediation-Court/third person effects a compromise between the parties.

In order to provide a better understanding of ADR, the two most popular forms, Arbitration and mediation are being elaborated herein:

Arbitration:

It is an adjudicatory process in the nature of adversarial proceedings wherein parties submit their disputes to a neutral third party (arbitrator) for a decision. The proceedings, similar to litigation are however, faster, cheaper, confidential and more flexible in procedure and application of rules of evidence. The parties have the independence to chalk out the same in the agreement to arbitration. The said agreement which must necessarily precede arbitration, should be a valid one as per the Indian Contract Act, 1872. The parties to an arbitration agreement must have the capacity to enter into a contract in terms of Sections 11 and 12 of the said Act.

Arbitral decisions are final and binding on the parties with very limited scope of objecting to them.

Mediation:

It is a voluntary, disputant-centered, non-binding method of dispute resolution wherein a neutral and credible third party facilitates a settlement between the parties. It is a confidential and structured process where the mediator uses special communication, negotiation and social skills to assist the disputants in arriving at a mutually acceptable solution themselves. The parties thereto must be willing to iron out the creases in their relation by a little outside help as the focus in mediation is on the future. It is ideal where the emphasis of the parties is on building relationships, rather than ascertaining the party at fault for what has already transpired. The outcome of a successful mediation is a settlement agreement, and not a decision. The objective of mediation is not to evaluate guilt or innocence but to promote understanding, focus the parties on their interests, and encourage them to reach their own agreement.

.

**General Terms and Conditions**

Website terms and conditions are vital to the long-term success and security of your online business, as they outline the rules by which you and your users must abide. Without terms, you could be subject to abusive users, intellectual property theft, and unnecessary litigation.

We welcome users to register on our digital platforms. We offer the below mentioned registration services which may be subject to change in the future. All changes will be appended in the terms and conditions page and communicated to existing users by email.

Registration services are offered for individual subscribers only. If multiple individuals propose to access the same account or for corporate accounts kindly contact or write in to us. Subscription rates will vary for multiple same time access.

The nature and volume of Business Standard content services you consume on the digital platforms will vary according to the type of registration you choose, on the geography you reside or the offer you subscribe to.

A Terms and Conditions agreement is a contract which spells out exactly what the legal relationship is between the store and the consumer. The agreement should be easy to understand and readily accessible. Most importantly, you shouldn't stuff your Terms and Conditions with complex legal language.

Without Terms and Conditions, it's unclear what the consumer can expect from you, and it's more difficult for you to take action if a user abuses your service.