

1StopMandi Refund Policy

Last Updated: July 10, 2025

At 1StopMandi, a brand of Zyientkart Private Limited (“1StopMandi,” “we,” “us,” or “our”), located at Sheohar, Bihar 843329, India, we are committed to ensuring your satisfaction with the farm-fresh produce and essentials you purchase through our on-line platform (www.1stopmandi.com, the “1StopMandi Platform”). This Refund Policy outlines the conditions, procedures, and timelines for requesting refunds or returns for Goods purchased from our platform, ensuring transparency and fairness in addressing your concerns. This policy applies to all Orders placed via the 1StopMandi Platform or through offline assisted sales, whether paid directly or through the 1StopMandi Wallet or Credit Facility.

We aim to make the refund process straightforward while accounting for the unique nature of Perishable Goods, such as fruits, vegetables, dairy, and other items with limited shelf life. If you have any questions or need assistance, please contact our support team at support@1stopmandi.com.

1 Definitions

- **Goods:** Farm-fresh produce, dairy, and other essentials available on the 1StopMandi Platform.
- **Perishable Goods:** Goods such as fruits, vegetables, dairy, and other items prone to spoilage, decay, or deterioration due to their limited shelf life.
- **Order(s):** An order placed by the Merchant for the purchase of Goods via the 1StopMandi Platform or offline assisted sales.
- **Merchant:** The entity or individual operating in the HORECA (hotel, restaurant, catering) sector or kirana stores, as registered on the 1StopMandi Platform.
- **1StopMandi Platform:** The online technology platform owned by 1StopMandi, where Goods are displayed and Orders can be placed.
- **1StopMandi Wallet:** A closed wallet provided by 1StopMandi for purchasing Goods on the 1StopMandi Platform.
- **Credit Facility:** The option for Merchants to place Orders on a credit basis within a specified Credit Period and Credit Limit.

2 Eligibility for Refunds

To ensure a fair and efficient refund process, refunds are subject to the following conditions:

2.1 Defective or Non-Conforming Goods

- Refunds or replacements are available for Goods that are defective, damaged, or do not match the description or specifications provided on the 1StopMandi Platform at the time of placing the Order.
- For Perishable Goods, defects include spoilage, decay, or quality issues present at the time of delivery (e.g., rotten fruits, expired dairy products).
- Non-conforming Goods include incorrect items, quantities, or packaging that deviate from the Order specifications.

2.2 Inspection at Delivery

- The Merchant is responsible for inspecting the quality and quantity of Goods upon delivery. Any issues related to defects, damage, or non-conformance must be reported at the time of delivery to the Logistics Partner or within 24 hours via the 1StopMandi Platform or by contacting support@1stopmandi.com.
- Failure to report issues at delivery or within 24 hours may result in the forfeiture of refund or replacement rights, as 1StopMandi cannot verify claims after acceptance.

2.3 Perishable Goods

- Due to their limited shelf life, Perishable Goods are eligible for refunds only if the defect or non-conformance is reported at delivery or within 24 hours.
- No refunds will be issued for Perishable Goods whose quality is affected due to delays caused by the Merchant (e.g., failure to accept delivery within the agreed time slot).

2.4 Non-Perishable Goods

- For non-perishable Goods, refund or replacement requests must be raised within seven (7) days of delivery, provided the Goods are unused, unopened, and in their original packaging.

2.5 Non-Refundable Circumstances

- Refunds are not available for Goods that have been used, consumed, or damaged after delivery due to improper handling or storage by the Merchant.
- Orders canceled after dispatch or delivery are not eligible for refunds, except in cases of defective or non-conforming Goods.
- Promotional credits or cashback in the 1StopMandi Wallet are non-refundable and expire as per their specified validity.

3 . Refund and Return Process

3.1 Reporting an Issue

- To initiate a refund or return, the Merchant must notify 1StopMandi within the applicable timeframe (24 hours for Perishable Goods, 7 days for non-perishable Goods) via:
 - The 1StopMandi Platforms support section.
 - Email to support@1stopmandi.com.
 - Phone at +91-7292980098.
- The Merchant must provide:
 - Order ID and delivery details.
 - Description of the issue (e.g., defect, incorrect item).
 - Photographic evidence of the issue, if applicable.

3.2 Reverse Pickup

- For approved refund or replacement requests, 1StopMandi will arrange reverse pickup of the Goods at the time of delivery of a new Order, provided the new Order is placed within the next days of the original delivery.
- Failure to request reverse pickup within this period results in the expiration of the return opportunity.
- The Merchant must ensure the Goods are in their original condition (for non-perishable Goods) and available for pickup at the designated delivery address.

3.3 Refund Processing

- Upon verification of the returned Goods, 1StopMandi will process the refund within seven (7) working days.
- Refunds will be credited to:
 - The original payment method for direct payments.
 - The 1StopMandi Wallet for Orders paid via the Wallet.
 - The Merchants account for Orders placed using the Credit Facility, adjusting the outstanding balance.
- Refunds will include the Price of the Goods and any applicable taxes, excluding delivery charges, unless the issue is solely attributable to 1StopMandi.

4 Cancellation Policy

- The Merchant may request cancellation of an Order before it is dispatched by contacting 1StopMandi via the Platform or support@1stopmandi.com.
- Cancellation requests are subject to review and not guaranteed, depending on factors such as the order processing stage.
- If approved, canceled Orders paid via direct payment or the 1StopMandi Wallet will be refunded within 7 working days. For Credit Facility Orders, the outstanding balance will be adjusted.
- Orders dispatched or delivered cannot be canceled, except in cases of defective or non-conforming Goods as outlined above.

5 Non-Delivery or Delivery Issues

- If Goods are not delivered due to reasons attributable to the Merchant (e.g., failure to accept delivery within the agreed time slot), no refund will be issued. 1StopMandi may levy a penalty of INR 1500 for losses incurred.
- For non-delivery due to 1StopMandi or its Logistics Partner, the Merchant may request a refund or replacement, provided the issue is reported within 24 hours of the expected delivery time.

6 Third-Party Supplier Issues

- 1StopMandi sources Goods from third-party farmers, FPOs, or vendors. Issues related to manufacturing (e.g., quality, ingredients, shelf life) are the responsibility of the supplier. 1StopMandi will facilitate communication with the supplier, but is not liable for such issues.
- For Goods delivered directly by third-party suppliers, 1StopMandi is not responsible for delivery-related issues, but will assist in resolving disputes.

7 Tax Collected at Source (TCS)

- Per Section 206C(1H) of the Income Tax Act, 1961, 1StopMandi will collect TCS at the applicable rate on the invoice value at the time of Order placement.
- Refunds for Orders will include the TCS amount, credited as per the refund processing guidelines above.
- The Merchant is responsible for reconciling TCS credits with tax statements provided by 1StopMandi and reporting any discrepancies within 15 days of receiving the quarterly TCS certificate. No discrepancies will be addressed after July 31 of the following financial year.

8 Limitations and Exclusions

- 1StopMandi's maximum liability for any refund claim is limited to the Price of the Order under which the claim arises.
- 1StopMandi is not liable for incidental, special, or consequential damages, including loss of profit or business reputation, arising from refund disputes.
- No refunds will be issued for Goods affected by improper storage, handling, or use after delivery.

9 Contact Us

For any questions or concerns regarding this Refund Policy or to initiate a refund request, please contact:

Zyientkart Private Limited (1StopMandi)

Sheohar, Bihar 843329, India

Email: support@1stopmandi.com

Phone: +91-7292980098

We are dedicated to resolving your concerns promptly and ensuring your experience with 1StopMandi is transparent and reliable. Thank you for choosing us as your trusted partner for farm-fresh produce and essentials.