

Organisation's policies and procedures - FARMIK

PRIVACY POLICY -

Last Updated: 5 SEP 2025

At Farmik, your privacy is extremely important to us. This Privacy Policy explains how we collect, use, and protect your personal information when you visit www.myfarmik.com.

1. Information We Collect

We may collect the following information when you use our site:

- Personal details such as name, email, phone number, address (during checkout or account creation).
- Payment details (processed securely by third-party gateways, we do not store card/UPI details).
- Website usage data (cookies, IP address, browser type) to improve our services.

2. How We Use Your Information

Your data is used to:

- Process and deliver orders.
- Communicate updates, promotions, or service notices.
- Improve our website's performance and user experience.
- Ensure compliance with legal and financial obligations.

3. Data Protection

- We use SSL encryption and secure servers to protect your personal information.
- We do not sell, trade, or rent your information to third parties.
- Limited access is given only to trusted service providers (payment gateways, delivery partners) to complete your order.

4. Cookies

- Our site uses cookies to remember user preferences and improve navigation.
- You can choose to disable cookies in your browser, but certain features may not work properly.

5. Third-Party Services

- Payments are processed securely through PhonePe and other authorized gateways.

- These third-party providers have their own privacy policies. We recommend reading them for clarity.

6. Your Rights

- You can request to update, correct, or delete your personal data anytime by contacting us.
- You may also opt out of promotional emails by clicking the unsubscribe link provided.

7. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be reflected on this page with a new "Last Updated" date.

REFUND AND CANCELLATION POLICY -

Last Updated: 5 SEP 2025

At Farmik, we are committed to providing high-quality cold-pressed oils and natural products. We take great care in processing and delivering your orders. However, due to the nature of our products, we have a clear Refund & Cancellation Policy to ensure fairness and transparency.

1. Order Cancellations

- Orders once placed and confirmed cannot be cancelled by the customer as processing begins immediately.
- If there is a genuine error in placing an order, you may contact us within 2 hours of purchase at care@myfarmik.com. Farmik reserves the right to accept or deny such cancellation requests.

2. Refunds for Damaged or Incorrect Products

- Refunds are only applicable if:
 - a. The product delivered is damaged or defective.
 - b. You receive a product different from what was ordered.
- To be eligible for a refund, you must notify us within 48 hours of delivery, along with photographic proof of the issue.
- Refunds will not be granted for texture, or appearance variations as these are natural with cold-pressed oils.

3. Non-Refundable Situations

- Orders refused at the time of delivery without valid reason will not be eligible for refund.
- Refunds will not apply for delays in delivery caused by courier partners, weather

conditions, or other external factors beyond our control.

4. Refund Process

- Once your request is verified and approved, refunds will be processed back to your original mode of payment within 7–10 business days.
- In some cases, depending on your bank/payment provider, this duration may be longer. Farmik is not responsible for delays once the refund is initiated.

5. Replacement Option

- In case of genuine quality issues, Farmik may, at its discretion, offer a product replacement instead of a monetary refund.

We value your trust and assure you that each case will be handled fairly and transparently.

Shipping & Delivery Policy -

Last Updated: 5 SEP 2025

At **Farmik**, we are committed to delivering your cold-pressed oils and natural products with care and efficiency. This Shipping & Delivery Policy outlines how we manage order processing, shipping methods, timelines, and delivery obligations.

1. Order Processing

- Orders are typically processed within **2–4 business days** after payment confirmation.
- Processing times may be longer during holidays, peak demand seasons, or unforeseen events.
- Customers will be notified by email or phone in case of delays.

2. Shipping Methods

- We partner with trusted courier and logistics providers to ensure safe and timely deliveries.
- Delivery options may vary depending on your location. Standard courier delivery applies in most cases.

3. Delivery Timelines

- Estimated delivery time within India: **5-10 business days** after dispatch.
- Deliveries to rural or remote areas may take slightly longer.
- While we make every effort to deliver on time, delays caused by courier services, weather conditions, strikes, or natural calamities are outside our control.

4. Shipping Charges

- Applicable shipping charges (if any) are displayed at checkout before you complete payment.
- Farmik may occasionally offer free shipping promotions, which will be clearly communicated on our website.

5. Order Tracking

- Once dispatched, customers receive a **tracking ID in order history in the profile section**.
- Customers can use this to monitor the delivery status of their order.

6. Delivery Issues

- If the recipient is unavailable at the time of delivery, the courier may attempt redelivery or contact you to reschedule.
- Orders returned due to **incorrect address or contact details** provided by the customer will not be eligible for a refund. Reshipping charges may apply.

7. International Shipping

- At present, Farmik ships **only within India**. International orders are not accepted.

8. Contact Us

If you have any policies-related concerns, please reach us at:

Email: care@myfarmik.com

Phone: +91 8287317599