

Terms and Conditions

1. General Terms

Welcome to Frontshop Emporium! We're delighted to have you here. By accessing or using our platform, we kindly ask that you review and agree to our terms and conditions. These ensure a safe and seamless experience for everyone. If you have any concerns or do not agree with these terms, we respect your choice to refrain from using our platform. Thank you for understanding!

2. User Terms

Eligibility

- Users must provide accurate and complete information during registration.

User Responsibilities

- Ensure your account details are secure. You are responsible for all activities under your account.
- Use the platform in compliance with all applicable laws and regulations.
- Do not engage in fraudulent, abusive, or harmful activities, including posting inappropriate content or exploiting platform features.

Order and Payment

- Orders are confirmed only upon payment.
 - Prices, discounts, and offers are subject to change without notice.
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3. Vendor Terms

Registration and Eligibility

- Vendors must provide valid business details and adhere to local commerce regulations.
- Vendors must be legally registered businesses and provide necessary documentation (e.g., business licenses, tax identification). The Company reserves the right to approve or deny vendor applications.
- Both parties agree to keep proprietary information confidential. Vendor information will not be shared without consent, except as required by law.
- The Company is not liable for any damages arising from vendor products or services. Vendors agree to indemnify the Company against any claims related to their products.
- The Company reserves the right to modify these terms at any time. Vendors will be notified of changes via email/notification on Frontshop Emporium company platform.
- Vendor will be responsible for items packaging and any missing product.
- A commission of percentage will be deducted as per applicable from each sale (refer Frontshop Emporium platform for commission of percentage). Payments will be processed within a week and made via Account/UPI.

Vendor Responsibilities

- Maintain accurate product descriptions, prices, and inventory levels.
- Ensure timely dispatch and delivery of products. Resolve user complaints promptly.

- Vendors must ensure that all products meet quality and safety standards. Vendors must comply with all applicable laws and regulations. Product descriptions and images must be accurate and not misleading. Vendor will be responsible for expiry and damaged product.
- Vendors must provide complete and accurate information for all products. Prohibited items include, but are not limited to, illegal goods, counterfeit products, and hazardous materials. The Company reserves the right to refuse or remove any listings at its discretion.

Prohibited Activities

- Listing counterfeit, restricted, or illegal products.
 - Misrepresentation of goods or services.
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4. Delivery Partner Terms

Eligibility

- Delivery Partners must provide valid identification. Delivery Partners must be legally registered entities or individuals with appropriate licenses and follow all traffic rules and regulations. The Company reserves the right to approve or deny applications based on eligibility criteria.

Responsibilities

- Ensure timely and secure delivery of products.
- The Delivery Partner agrees to deliver products accurately and on time, adhering to agreed-upon delivery schedules. The Delivery Partner must ensure that all deliveries are conducted in a safe and professional manner. The Delivery Partner is responsible for maintaining the confidentiality of delivery-related information.
- The Delivery Partner will be compensated details of payment structure, e.g., per delivery, per distance. Payments will be processed within a week via Account Number/UPI.
- The Delivery Partner must follow all designated routes and procedures outlined by the Company. Any delays or issues must be communicated to the Company immediately. The Delivery Partner must ensure that all deliveries are documented and confirmed upon completion.
- The Delivery Partner is responsible for providing their own delivery vehicle and equipment. The Company is not responsible for any operational costs incurred by the Delivery Partner.
- The Delivery Partner must maintain a professional demeanor during all customer interactions. Complaints or issues raised by customers must be reported to the Company promptly.
- The Company is not liable for any damages or losses incurred during the delivery process.
- The Company reserves the right to modify these Terms and Conditions at any time. Delivery Partners will be notified of any changes via email/notification on Frontshop Emporium company platform.
- Adhere to professional conduct when interacting with users and vendors.

Prohibited Activities

- Mishandling of packages.
 - Unauthorized retention or theft of goods.
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5. Privacy Policy

Frontshop Emporium is committed to protecting your privacy.

Information We Collect

- Personal Information: Name, contact details, payment information, etc.
- Usage Data: Browsing behavior, device details, and IP address.

How We Use Information

- To process transactions and deliver services.
- For customer support and communication.
- To improve platform functionality and personalize user experience.

Data Sharing

- We do not sell your data to third parties.
- Data may be shared with service providers, delivery partners, and legal authorities as necessary.

Security

- We employ company-standard measures to protect your data.
 - However, no method of transmission or storage is completely secure.
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6. Refund Policy

Eligibility for Refund

- Products are eligible for a refund if they are defective, damaged during delivery, or not as described.
- Requests must be initiated within 7 days of receiving the product.

Process

- Submit a refund request through the platform with supporting evidence.
- Refunds will be processed within 7–14 business days upon approval.

Exclusions

- Perishable goods, digital products, and items marked “non-refundable” are not eligible.
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7. Support Policy

Customer Support

- For assistance, contact our support team via email or live chat available on the platform.
- Support hours: Monday to Friday, 9 AM – 6 PM (local time).

Response Time

- We aim to respond to all queries within 24 hours.

- Complex issues may require additional time for resolution.

Feedback and Escalation

- Users may provide feedback or escalate unresolved issues through our support center.

By using Frontshop Emporium, you agree to these terms. These terms may be updated periodically, and continued use of the platform constitutes acceptance of the updated terms.

For any questions, contact us at support@frontshopemporium.com.