

## Company Policies

**Company Name:** NovaCart Technologies Pvt. Ltd.  
**Corporate Office:** [Address to be added]  
**Customer Support Email:** support@novacart.com  
**Customer Support Phone:** +91-XXXX-XXXXXX  
**Website:** www.novacart.com  
**Last Updated:** January 2026  
**Effective Date:** January 1, 2026

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## 1. Refund Policy

### 1.1 Eligibility for Refunds

Customers may request a full refund for eligible products **within 14 calendar days** from the date of delivery. The refund window begins on the day the product is delivered to the customer's registered address.

#### Conditions for Refund Eligibility

To qualify for a refund, **all** of the following conditions must be met:

- **Unused Condition:** The product must be completely unused, unworn, and show no signs of use or installation
- **Original Condition:** The product must be in the exact condition as received, with no modifications or alterations
- **Complete Packaging:** All original packaging materials must be included, including:
  - Original box or carton

- Protective wrapping and seals
  - Product tags and labels (attached and intact)
  - Warranty cards
  - User manuals and documentation
  - All accessories, cables, adapters, and components
  - Any bundled free gifts or promotional items
- **Proof of Purchase:** Valid documentation including:
    - Order ID or Order Number
    - Invoice or receipt
    - Payment confirmation
  - **Quality Inspection:** All returned products undergo a mandatory quality inspection by our technical team before refund approval

### **Additional Requirements**

- Products must be returned in a secure and protective outer packaging to prevent damage during transit
- Customers are responsible for return shipping costs unless the product is defective or an incorrect item was shipped
- Serial numbers and product identifiers must match those recorded at the time of sale
- For electronics and technical products, factory seals must be intact unless the product was defective

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### **1.2 Non-Refundable Items**

The following categories of items are **strictly not eligible for refunds** under any circumstances:

#### **Digital and Downloadable Products**

- Software licenses and product keys (once activated or downloaded)
- Digital content including eBooks, music, videos, and online courses
- Subscription services (after the cooling-off period)
- Mobile applications and digital tools
- API access credentials and cloud services

#### **Promotional and Special Items**

- Gift cards, vouchers, and store credit
- Promotional bundles and combo offers (unless the entire bundle is returned)

- Customized or personalized products made to customer specifications
- Products purchased during special sales events marked as "non-returnable"

### **Hygiene and Safety Products**

- Intimate wear, undergarments, and swimwear
- Cosmetics, skincare products, and perfumes (if packaging seal is broken)
- Healthcare devices and medical equipment (once unboxed)
- Food items and consumables

### **Damaged or Misused Products**

- Items damaged due to customer misuse, negligence, or improper handling
- Products with missing serial numbers or tampered identification labels
- Items damaged by unauthorized repairs or modifications
- Products showing signs of wear and tear beyond initial inspection

### **Final Sale Items**

- Products explicitly marked as "Final Sale," "Clearance," or "Non-Returnable" on the product page
- Discontinued or end-of-life products sold at reduced prices

### **Special Circumstances**

- Products purchased through third-party marketplaces or unauthorized resellers
- Items lost or damaged during customer-initiated return shipping (without proper insurance)
- Products returned after the 14-day refund window has expired

**Important Note:** If a product falls under any of the above categories, refund requests will be automatically declined. Customers will be notified via email with the specific reason for declination.

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## **1.3 Refund Processing Timeline**

Our refund process follows a structured timeline to ensure accuracy and transparency:

### **Step 1: Return Initiation (Day 0)**

- Customer submits refund request through customer portal or support channels
- Request acknowledgment sent within 4 business hours
- Return Merchandise Authorization (RMA) number generated and sent to customer

### **Step 2: Product Return Shipping (Days 1-7)**

- Customer ships product to designated return address within 7 days of RMA generation
- Tracking information must be shared with NovaCart support team

- Product must arrive at our facility within 14 days of RMA generation

#### **Step 3: Quality Inspection (Days 1-3 after receipt)**

- Product undergoes comprehensive quality inspection by our technical team
- Inspection checks include:
  - Physical condition assessment
  - Functionality testing (if applicable)
  - Accessory and component verification
  - Packaging completeness review
  - Comparison with original sale records

#### **Step 4: Refund Approval (Within 24 hours of inspection completion)**

- Customer notified of inspection results via email
- If approved: Refund processing initiated
- If rejected: Detailed explanation provided with photographic evidence

#### **Step 5: Refund Initiation (5-7 business days after approval)**

- Refund amount credited to original payment method
- Confirmation email sent with transaction reference number

#### **Step 6: Bank Processing (Additional 5-10 business days)**

- Banks and payment providers process the refund
- Timeline varies by institution and payment method:
  - Credit/Debit Cards: 5-10 business days
  - Net Banking: 3-7 business days
  - Digital Wallets: 2-5 business days
  - UPI: 1-3 business days

**Total Estimated Timeline:** 14-25 business days from return initiation to final credit

#### **Important Considerations**

- NovaCart is not responsible for delays caused by:
  - Third-party payment processors
  - Banking institutions
  - Courier or logistics delays
  - Incorrect return address or shipping information provided by customer

- Shipping charges (if originally paid) are only refundable if the return is due to NovaCart's error
- Refund amounts will reflect deductions for:
  - Return shipping costs (if applicable)
  - Restocking fees for special categories (up to 10% for electronics)
  - Any promotional discounts that were conditional on keeping the purchase

## Refund Status Tracking

Customers can track their refund status through:

- Customer account dashboard
  - Email notifications at each stage
  - Customer support inquiry with RMA number
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## 1.4 Partial Refunds

In certain situations, only a partial refund may be issued:

### Scenarios for Partial Refunds

- **Incomplete Returns:** Missing accessories, manuals, or packaging components (deduction: 10-30% of product value)
- **Minor Damage:** Product shows minimal signs of use but remains functional (deduction: 15-40% based on severity)
- **Late Returns:** Products returned after 14 days but within 30 days (deduction: 20% late return fee)
- **Missing Promotional Items:** Free gifts or bundled items not returned (deduction: market value of missing items)

Customers will receive detailed communication explaining any deductions before the partial refund is processed.

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## 1.5 Refund Methods

### Primary Refund Method

Refunds are issued to the **original payment method** used during purchase:

- **Credit/Debit Card Purchases:** Refund credited to the same card
- **Net Banking:** Refund credited to the source bank account
- **Digital Wallets:** Refund credited to the same wallet
- **Cash on Delivery:** Refund issued via bank transfer to customer's nominated account

## **Alternative Refund Options**

If the original payment method is no longer available:

- Store credit (with 10% bonus value added)
- Bank transfer to verified customer account (requires KYC documentation)
- Cheque sent to registered address (for amounts exceeding ₹10,000)

## **International Orders**

- Refunds processed in the original currency
  - Exchange rate fluctuations are borne by the customer
  - International transaction fees are non-refundable
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## **2. Cancellation Policy**

### **2.1 Order Cancellation by Customer**

NovaCart understands that customers may need to cancel orders for various reasons. We strive to make the cancellation process as smooth as possible.

#### **Pre-Shipment Cancellation (Free Cancellation)**

Customers may cancel an order **before it is shipped** at absolutely no cost or penalty.

#### **Cancellation Window:**

- **Standard Orders:** Can be cancelled until the order status changes to "Shipped"
- **Typical Window:** 4-24 hours after order placement (varies by product availability)
- **Made-to-Order Products:** Can be cancelled within 2 hours of order placement

#### **How to Cancel:**

##### **1. Online Self-Service:**

- Log in to your NovaCart account
- Navigate to "My Orders"
- Select the order to cancel
- Click "Cancel Order" and confirm
- Cancellation confirmation sent immediately via email

##### **2. Customer Support:**

- Email: support@novacart.com (Subject: "Order Cancellation - [Order ID]")
- Phone: Call our support line during business hours
- Live Chat: Available Monday-Friday, 9 AM - 6 PM IST

- Provide Order ID and registered contact information

#### **Refund Timeline for Cancelled Orders:**

- Refund initiated within 24-48 hours of cancellation
  - Amount credited within 5-7 business days (depending on payment method)
  - For Cash on Delivery orders, no payment collection will be attempted
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## **2.2 Cancellation After Shipment**

Once an order has been shipped and is in transit:

#### **Policy Overview**

- **Direct Cancellation:** Not available
- **Alternative:** Order can be refused at delivery or returned after delivery
- **Process:** Standard return and refund policy applies

#### **Steps if Order is Already Shipped**

##### **Option 1: Refuse Delivery**

- Inform the delivery personnel that you wish to refuse the shipment
- Do not accept or sign for the package
- Product will be returned to NovaCart warehouse
- Refund processed as per standard refund timeline
- Customer must pay return shipping charges

##### **Option 2: Accept and Return**

- Accept the delivery
- Initiate return request within 14 days
- Follow standard refund process outlined in Section 1

#### **Important Notes**

- Shipping charges (if originally paid) are **non-refundable** once the order is shipped
  - For prepaid orders, only the product cost will be refunded
  - For Cash on Delivery orders, no payment should be made if refusing delivery
  - Express or expedited shipping fees are non-refundable in all cases
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## **2.3 Cancellation by NovaCart**

NovaCart reserves the right to cancel orders to maintain service quality and prevent fraud.

## **Grounds for Cancellation by NovaCart**

### **Inventory and Availability Issues:**

- Product is out of stock due to unexpected demand
- Product has been discontinued by manufacturer
- Supplier unable to fulfill order due to unavailability
- Warehouse inventory discrepancies

### **Pricing and Technical Errors:**

- Significant pricing errors due to technical glitches
- Incorrect product information or description
- System errors resulting in duplicate orders
- Promotional codes misapplied or expired

### **Payment and Fraud Concerns:**

- Payment authorization failure or declined transactions
- Suspected fraudulent activity or unusual purchase patterns
- Multiple failed payment attempts
- Billing address does not match cardholder information
- Order originates from high-risk geographic location

### **Delivery Constraints:**

- Product cannot be shipped to customer's location due to regulatory restrictions
- Delivery address is deemed unsafe or inaccessible
- Customer has history of multiple order rejections
- Force majeure events (natural disasters, civil unrest, pandemic restrictions)

## **Customer Notification Process**

When NovaCart cancels an order:

1. **Immediate Email Notification:** Sent to registered email address within 2 hours of cancellation decision
2. **SMS Alert:** Sent to registered mobile number
3. **Explanation Provided:** Clear reason for cancellation
4. **Refund Information:** Expected timeline and method

## **Refund for NovaCart-Initiated Cancellations**

- **Full Refund Guaranteed:** 100% of payment (including shipping charges if paid)

- **Priority Processing:** Refund initiated within 24-48 hours
- **Expedited Timeline:** Credited within 3-5 business days
- **Additional Compensation:** Store credit of ₹100-500 for inconvenience (at NovaCart's discretion)

### **Customer Rights**

Customers whose orders are cancelled by NovaCart may:

- Request detailed explanation for cancellation
  - Receive priority notification when product is back in stock
  - Get exclusive discount code for future purchase (10-15% off)
  - Escalate complaint if cancellation seems unjustified
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### **2.4 Modification of Orders**

#### **Before Shipment**

Customers may request modifications including:

- Delivery address change (must be within same city/region)
- Contact number update
- Gift wrapping addition/removal
- Special delivery instructions

**Note:** Product changes or additions require cancellation and new order placement

#### **After Shipment**

- No modifications possible
  - For address changes, contact courier service directly (contact details provided in shipping confirmation email)
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### **3. Shipping Policy**

#### **3.1 Shipping Regions**

NovaCart is committed to expanding our reach while maintaining service quality.

##### **Domestic Shipping (India)**

###### **Tier 1 Cities (Standard Delivery Available):**

- All metro cities: Delhi NCR, Mumbai, Bangalore, Chennai, Kolkata, Hyderabad, Pune, Ahmedabad
- Major state capitals

- Over 100+ cities across India

#### **Tier 2 & Tier 3 Cities:**

- Extended delivery network covering 500+ cities
- May require additional 1-2 business days
- Select products may have delivery restrictions

#### **Rural and Remote Areas:**

- Delivery available through partnered courier services
- May require additional shipping charges (₹50-150)
- Delivery timeline: 7-10 business days
- Some products may not be eligible for delivery

#### **PIN Code Verification:**

- Enter PIN code on product page to check delivery availability
- Real-time serviceability check during checkout
- Alternative product suggestions for non-serviceable areas

#### **International Shipping**

##### **Countries Currently Served:**

- **Asia:** UAE, Saudi Arabia, Singapore, Malaysia, Nepal, Bangladesh, Sri Lanka
- **Europe:** UK, Germany, France, Italy
- **North America:** USA, Canada
- **Australia & New Zealand**

##### **International Shipping Limitations:**

- Product availability varies by destination
- Certain categories (electronics, food items) may be restricted
- Import regulations compliance required
- Some brands may not allow international shipping

##### **Coming Soon:**

- Expansion to 25+ additional countries by Q3 2026

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## **3.2 Shipping Timelines**

Delivery timelines are calculated from the date of order confirmation and successful payment.

#### **Domestic Shipping Timelines**

### **Standard Delivery:**

- **Metro Cities:** 2-4 business days
- **Tier 1 Cities:** 3-5 business days
- **Tier 2 Cities:** 4-7 business days
- **Tier 3 Cities:** 5-10 business days

### **Express Delivery (Available for select products and locations):**

- **Metro Cities:** 1-2 business days
- **Major Cities:** 2-3 business days
- **Express Delivery Charges:** ₹100-300 (based on product weight and location)

### **Same-Day Delivery (Pilot Program):**

- Available in select metro areas
- Order must be placed before 12 PM
- Limited to specific product categories
- Additional charges: ₹150-500

### **Large Items and Furniture:**

- White goods and furniture: 5-10 business days
- Installation services available upon request
- Delivery scheduled with customer confirmation

## **International Shipping Timelines**

### **Asia-Pacific Region:**

- **Express:** 3-5 business days
- **Standard:** 7-10 business days

### **Middle East:**

- **Express:** 4-6 business days
- **Standard:** 8-12 business days

### **Europe & North America:**

- **Express:** 5-7 business days
- **Standard:** 10-14 business days

### **Other Regions:**

- Standard: 14-21 business days

## **Factors Affecting Delivery Time**

Estimated delivery timelines may be impacted by:

- **Weather Conditions:** Monsoons, snowfall, extreme heat
- **Natural Disasters:** Floods, earthquakes, cyclones
- **Festivals and Holidays:** Major national and regional festivals
- **Customs Clearance:** International orders (typically 1-5 days)
- **Remote Locations:** Accessibility and infrastructure challenges
- **Courier Delays:** Third-party logistics partner delays
- **Address Issues:** Incomplete or incorrect delivery information
- **High Demand Periods:** Sale events, festive seasons
- **COVID-19 or Health Emergencies:** Lockdowns, movement restrictions

#### **Customer Notification:**

- Real-time order tracking available
  - SMS and email updates at each stage
  - Estimated delivery date provided at checkout
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### **3.3 Shipping Charges**

NovaCart employs a transparent and fair shipping charge structure.

#### **Domestic Shipping Charges**

##### **Standard Shipping:**

- **Orders ₹499 and above:** FREE shipping
- **Orders below ₹499:** ₹40-80 (based on weight and location)

##### **Weight-Based Charges (for orders below free shipping threshold):**

- Up to 500g: ₹40
- 501g - 1kg: ₹60
- 1.01kg - 2kg: ₹80
- Above 2kg: Calculated at checkout

##### **Express Shipping:**

- Flat rate: ₹100-300 (varies by product and location)
- Not available with free shipping promotions

##### **Large and Bulky Items:**

- Furniture: ₹200-1,000 (based on size and distance)

- Major appliances: ₹300-1,500
- Installation charges separate (if opted)

### **International Shipping Charges**

Calculated based on:

- **Destination Country:** Different zones have different rates
- **Product Weight:** Dimensional and actual weight considered
- **Shipping Method:** Standard vs. Express
- **Customs Value:** Declared value for customs purposes

### **Typical Range:**

- Small items (<500g): \$5-15
- Medium items (500g-2kg): \$15-35
- Large items (>2kg): \$35-100+

### **Customs and Duties:**

- **Customer Responsibility:** All import duties, taxes, and customs fees
- **Not Included:** Shipping charges do not include customs duties
- **DDP Option:** Delivered Duty Paid available for select countries (duties prepaid, higher shipping cost)

**Customs Delays:** NovaCart is not responsible for delays in customs clearance. Customers must:

- Provide accurate product information for customs declaration
- Respond promptly to customs queries
- Pay applicable duties to release shipment

### **Promotional Free Shipping**

#### **Eligibility:**

- Active during specific promotional periods
- Minimum cart value requirements clearly displayed
- May be limited to specific product categories
- May exclude certain PIN codes or regions

#### **Exclusions from Free Shipping:**

- Bulky items and furniture (unless explicitly stated)
- International orders (unless specified)
- Remote area deliveries requiring special handling

### **Return Shipping Charges**

- **Defective Products:** Free return shipping (prepaid return label provided)
- **Wrong Product Shipped:** Free return shipping
- **Customer Change of Mind:** Customer bears return shipping cost (₹50-150)
- **Non-Delivery Refusal:** Return shipping deducted from refund

### **Important Notes:**

- Shipping charges are **non-refundable** once the order is shipped (except in cases of defective or wrong products)
  - Expedited shipping fees are non-refundable under any circumstances
  - For international orders, original shipping charges are not refunded
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### **3.4 Shipping Partners**

NovaCart partners with leading logistics providers:

- **Domestic:** Blue Dart, Delhivery, DTDC, India Post, Ecom Express, Xpressbees
- **International:** DHL, FedEx, Aramex, UPS

**Partner Selection:** Automatically assigned based on destination and product type for optimal delivery

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### **3.5 Order Tracking**

#### **Tracking Your Shipment**

##### **Tracking Information Provided:**

- Unique tracking number (AWB number)
- Courier partner name and contact details
- Estimated delivery date
- Real-time shipment status

##### **How to Track:**

1. **NovaCart Account:**
  - Log in to your account
  - Go to "My Orders"
  - Click "Track Order"
2. **Email/SMS Links:**
  - Click tracking link in shipping confirmation email

- Direct tracking on courier partner website

### 3. Customer Support:

- Provide order ID for manual tracking assistance

#### Tracking Status Updates:

- Order Confirmed
- Payment Verified
- Order Packed
- Shipped / In Transit
- Out for Delivery
- Delivered
- Delivery Failed (with reason)

#### Delivery Attempts

- **Standard:** 2-3 delivery attempts
  - **Customer Contact:** SMS/call before delivery
  - **Failed Delivery:** Product returned to warehouse after final attempt
  - **Re-delivery:** Contact customer support for rescheduling (may incur additional charges)
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### 3.6 Special Delivery Instructions

Customers can provide:

- Preferred delivery time window (subject to courier availability)
- Alternate contact person and phone number
- Specific delivery instructions (gate code, floor number, etc.)
- Authority to leave package (at customer's risk)

**Note:** NovaCart and courier partners will attempt to accommodate requests but cannot guarantee specific delivery times.

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## 4. Exchange Policy

### 4.1 Eligibility for Exchanges

NovaCart offers product exchanges to ensure customer satisfaction when issues arise with delivered products.

#### Exchange Window

Products may be exchanged **within 10 calendar days** of the delivery date.

## **Qualifying Conditions for Exchange**

Exchanges are approved ONLY when:

### **1. Defective Products:**

- Manufacturing defects discovered upon receipt
- Product malfunctions during initial use
- Quality issues not visible at the time of packaging
- Components missing due to factory error

### **2. Damaged Products:**

- Product damaged during shipping/transit
- Packaging damage resulting in product damage
- Broken, cracked, or shattered items
- Physical deformities affecting functionality

### **3. Wrong Product Delivered:**

- Incorrect model or variant shipped
- Different product than ordered
- Wrong size, color, or specification
- Incomplete order (missing items)

## **Documentation Required**

To process an exchange request, customers must provide:

### **Photographic Evidence:**

- Clear images of the defective/damaged product
- Photos of all angles showing the defect
- Images of product packaging and labels
- Video demonstration of malfunction (for electronic items)
- Photos of shipping box/package (if damaged in transit)

### **Supporting Documents:**

- Order ID and invoice
- Product serial number (if applicable)
- Delivery receipt or proof of delivery

### **Written Description:**

- Detailed explanation of the defect/issue

- When the issue was discovered
  - Any troubleshooting steps already attempted
- 

## 4.2 Exchange Process

Our exchange process is designed to be customer-friendly and efficient:

### Step 1: Exchange Request Submission (Day 0)

**Initiate Request Through:**

- **Online Portal:**
  - Log in to NovaCart account
  - Navigate to "My Orders"
  - Select order and click "Request Exchange"
  - Fill exchange form with reason and upload photos
- **Customer Support:**
  - Email: support@novacart.com with subject "Exchange Request - [Order ID]"
  - Phone: Call support during business hours
  - Live Chat: Provide order details and issue description

**Immediate Actions:**

- Request acknowledgment email sent within 4 hours
- Preliminary review of submitted documentation
- Exchange Request ID assigned

### Step 2: Request Verification (1-2 business days)

- Customer support team reviews request and evidence
- Additional information or photos may be requested
- Technical team consultation for complex issues
- Exchange eligibility determination

**Possible Outcomes:**

- **Approved:** Exchange confirmation email sent with next steps
- **Rejected:** Detailed explanation provided with evidence
- **Under Review:** Additional verification required

### Step 3: Reverse Pickup Arrangement (1-2 business days after approval)

For approved exchanges:

- **Prepaid Return Label:** Sent via email (for defective/wrong products)
- **Pickup Scheduled:** Courier arranged to collect the product from customer's address
- **Self-Ship Option:** Customer can ship to provided return address (costs reimbursed if eligible)

#### **Product Return Requirements:**

- Pack product securely in original or equivalent packaging
- Include all accessories, manuals, and components
- Attach return label clearly on the package
- Be available during scheduled pickup window

#### **Step 4: Product Inspection at Warehouse (2-3 business days after receipt)**

- Returned product undergoes quality inspection
- Verification of reported defect/damage
- Confirmation of product condition and completeness
- Decision finalization

#### **Inspection Criteria:**

- Does the defect match customer's description?
- Is the product otherwise in unused condition?
- Are all components and accessories included?
- Is the damage due to shipping or customer misuse?

#### **Step 5: Replacement Dispatch (3-5 business days after inspection approval)**

Once inspection confirms exchange eligibility:

- **Replacement Product Sourced:** Same model/variant identified
- **Quality Check:** Replacement undergoes pre-shipping inspection
- **Dispatch:** Product shipped to customer's address
- **Tracking Information:** Provided via email and SMS

#### **Delivery Timeline:**

- Standard: 3-5 business days for domestic orders
- Express: 2-3 business days (if opted and paid for)
- International: 7-14 business days

#### **Step 6: Delivery and Confirmation**

- Replacement product delivered
- Customer signs delivery receipt

- Confirmation email requesting feedback
- Exchange process completed

**Total Exchange Timeline:** 10-18 business days from request initiation to replacement delivery

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#### **4.3 Exchange Alternatives**

If a direct exchange is not possible:

##### **Option 1: Refund (If Replacement Unavailable)**

When the same product is not available for exchange:

- **Full Refund:** Processed as per refund policy (Section 1.3)
- **Customer Notification:** Sent within 24 hours of stock verification
- **Refund Timeline:** 5-7 business days after inspection approval

##### **Option 2: Upgrade Exchange (Customer Pays Difference)**

If only a higher-priced variant is available:

- Customer has option to receive upgraded product
- Price difference must be paid by customer
- Payment link sent via email
- Upgraded product dispatched upon payment confirmation

##### **Option 3: Store Credit**

Instead of refund or waiting for stock:

- Store credit equal to product value
- Additional 5% bonus credit (goodwill gesture)
- Valid for 12 months from issuance
- Can be used for any purchase on NovaCart

##### **Option 4: Alternative Product**

- Customer can choose a different product of equivalent or lower value
- NovaCart provides product recommendations
- Price difference refunded if alternative is cheaper
- Subject to availability

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#### **4.4 Exchange Limitations**

##### **Products NOT Eligible for Exchange**

- Hygiene products with broken seals
- Customized or personalized items
- Digital products and software
- Products returned after 10-day window
- Damage caused by customer misuse or negligence
- Products without proof of purchase
- Items missing accessories or original packaging

#### **Exchange Limits**

- **Maximum Exchanges:** One exchange per order item
  - **No Multiple Exchanges:** If replacement is also defective, refund will be issued instead
  - **International Orders:** Subject to additional verification; may take 25-35 days
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### **4.5 Product-Specific Exchange Policies**

#### **Electronics and Appliances**

- Must be exchanged in unused condition (unless defective)
- Serial number must match invoice
- All accessories, cables, and manuals required
- Original packaging mandatory

#### **Clothing and Apparel**

- Size exchanges available within 10 days
- Must be unworn with original tags attached
- Hygiene seal intact (for innerwear)
- Color/design exchanges subject to availability

#### **Books and Media**

- Exchanges for damaged or misprinted copies only
- Must be in unread condition
- Original shrink wrap required (if applicable)

#### **Furniture and Large Items**

- Exchange window: 7 days from delivery
- Uninstallation/reinstallation at customer's cost
- Pickup arranged only for defective pieces

- Assembly instructions and hardware required
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## **5. Product Warranty Policy**

### **5.1 Manufacturer's Warranty**

NovaCart sells products with manufacturer warranties where applicable.

#### **Warranty Coverage**

##### **What is Covered:**

- Manufacturing defects
- Faulty workmanship
- Component failures under normal use
- Material defects

##### **What is NOT Covered:**

- Damage from misuse, abuse, or accidents
- Unauthorized repairs or modifications
- Normal wear and tear
- Cosmetic damage not affecting functionality
- Damage from natural disasters or external factors

#### **Warranty Periods (Product Dependent)**

- **Electronics:** Typically 1-2 years
- **Appliances:** 1-5 years (varies by brand)
- **Furniture:** 6 months to 1 year
- **Accessories:** 3-6 months

**Specific warranty terms are mentioned on individual product pages**

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### **5.2 Extended Warranty**

NovaCart offers extended warranty plans for select products:

#### **Features**

- Additional 1-2 years coverage beyond manufacturer warranty
- Covers accidental damage (in premium plans)
- Free home service and pickup/drop
- Replacement guarantee for irreparable defects

## **Cost**

- 5-15% of product price
- One-time payment at checkout
- Transferable to new owner if product is sold

## **Claim Process**

- Register claim via customer support
  - Service arranged within 48 hours
  - Repair or replacement based on assessment
- 

## **5.3 Warranty Claims**

### **How to Claim Warranty**

1. **Contact Customer Support:** Provide order ID, product serial number, and issue description
2. **Verification:** Warranty eligibility checked
3. **Service Arrangement:**
  - For home service brands: Technician visit scheduled
  - For courier service brands: Pickup arranged
4. **Resolution:** Repair, replacement, or refund based on warranty terms

### **Documents Required**

- Original invoice
  - Warranty card (if provided)
  - Product with all accessories
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## **6. Customer Support**

### **6.1 Support Channels**

NovaCart is committed to providing excellent customer service through multiple channels:

#### **Email Support**

- **Address:** support@novacart.com
- **For:** Order inquiries, returns, exchanges, complaints
- **Response Time:** Within 24 business hours
- **Best For:** Non-urgent queries, detailed explanations, documentation sharing

#### **Specialized Email IDs:**

- **Refunds:** refunds@novacart.com
- **Technical Issues:** tech@novacart.com
- **Bulk Orders:** bulkorders@novacart.com
- **Corporate/Partnerships:** corporate@novacart.com

### Phone Support

- **Number:** +91-XXXX-XXXXXX (Toll-Free)
- **For:** Urgent issues, real-time assistance, order tracking
- **Availability:** Monday to Friday, 9:00 AM – 6:00 PM IST
- **Saturday:** 10:00 AM – 4:00 PM IST
- **Closed:** Sundays and public holidays

### Interactive Voice Response (IVR) Menu:

- Press 1: Order status and tracking
- Press 2: Refunds and cancellations
- Press 3: Product inquiries
- Press 4: Technical support
- Press 5: Speak to customer service representative

### Live Chat

- **Availability:** Monday to Friday, 9:00 AM – 6:00 PM IST
- **Access:** Via NovaCart website (bottom right chat icon)
- **For:** Quick questions, real-time troubleshooting
- **Average Response Time:** Under 2 minutes
- **Features:** File sharing, screen sharing for technical issues

### WhatsApp Support (Coming Soon)

- Instant messaging for order updates
- Quick query resolution
- Image sharing for returns/exchanges

### Social Media

- **Facebook:** facebook.com/novacart
- **Twitter:** @novacart
- **Instagram:** @novacart\_official
- **Response Time:** 12-24 hours

**Note:** For order-specific queries, social media teams will redirect to email/phone for security reasons

---

## 6.2 Support Hours and Response Times

### Business Hours

- **Monday to Friday:** 9:00 AM – 6:00 PM IST
- **Saturday:** 10:00 AM – 4:00 PM IST
- **Sunday:** Closed
- **Public Holidays:** Closed (list published on website)

### Expected Response Times

#### Email:

- Standard Queries: 24-48 business hours
- Urgent Issues: 4-8 business hours
- Refund/Exchange Requests: 12-24 business hours

#### Phone:

- Average Wait Time: 3-5 minutes
- Peak Hours (11 AM - 2 PM): Up to 10 minutes
- Call-back option available if wait exceeds 8 minutes

#### Live Chat:

- Instant connection during business hours
- Average first response: Under 2 minutes

### Resolution Times

- **Simple Queries:** Same day resolution
  - **Returns/Exchanges:** 10-18 business days (entire process)
  - **Refunds:** 14-25 business days (entire process)
  - **Technical Issues:** 2-5 business days
  - **Complaints/Escalations:** 5-7 business days
- 

## 6.3 Self-Service Options

### Customer Account Dashboard

Access 24/7 through your NovaCart account:

- **Order History:** View all past and current orders

- **Order Tracking:** Real-time shipment tracking
- **Invoice Download:** Access tax invoices
- **Return/Exchange Initiation:** Submit requests online
- **Saved Addresses:** Manage delivery addresses
- **Payment Methods:** Save cards/payment preferences
- **Wishlist:** Save products for future purchase
- **Notifications:** Customize email/SMS preferences

## Help Center / FAQ

- **Comprehensive Knowledge Base:** 500+ articles
- **Categories:**
  - Ordering and Payment
  - Shipping and Delivery
  - Returns and Refunds
  - Account Management
  - Product Information
  - Technical Troubleshooting
- **Search Function:** Find answers instantly
- **Video Tutorials:** For complex processes

## Automated Order Updates

- **Order Confirmation:** Immediate email after purchase
- **Payment Confirmation:** Within 5 minutes
- **Shipping Notification:** When order is dispatched
- **Out for Delivery:** Morning of delivery day
- **Delivery Confirmation:** After successful delivery
- **Review Request:** 3 days after delivery

---

## 6.4 Escalation Process

If your issue is not resolved satisfactorily:

### Level 1: Customer Service Representative

- Initial contact through any support channel
- Attempts resolution within standard timelines

### **Level 2: Senior Support Specialist**

- If issue unresolved within 48 hours
- Request escalation via email or phone
- Assigned dedicated case manager
- Resolution target: 3-5 business days

### **Level 3: Support Manager**

- For complex or prolonged issues
- Request through email: [escalations@novacart.com](mailto:escalations@novacart.com)
- Comprehensive case review
- Direct communication with customer
- Resolution target: 5-7 business days

### **Level 4: Customer Grievance Officer**

- Final escalation point
- For unresolved grievances
- Contact: [grievance@novacart.com](mailto:grievance@novacart.com)
- Formal complaint review
- Resolution target: 10 business days
- Written response provided

#### **Escalation Guidelines:**

- Clearly state your issue and desired resolution
- Provide previous ticket/case numbers
- Include all relevant documentation
- Remain courteous and professional

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## **6.5 Feedback and Complaints**

NovaCart values customer feedback for continuous improvement.

### **Providing Feedback**

- **Post-Purchase Survey:** Email sent 5 days after delivery
- **Product Reviews:** Write on product pages
- **Service Ratings:** Rate your support experience
- **Suggestion Box:** [feedback@novacart.com](mailto:feedback@novacart.com)

## **Filing Complaints**

- **Formal Complaint Email:** complaints@novacart.com
  - **Required Information:**
    - Order ID
    - Nature of complaint
    - Desired resolution
    - Supporting documents
  - **Acknowledgment:** Within 24 hours
  - **Resolution:** Within 7-10 business days
- 

## **7. Privacy and Data Protection**

### **7.1 Data Collection**

NovaCart collects customer information for:

- Order processing and fulfillment
- Payment processing
- Customer communication
- Service improvement and analytics
- Legal compliance

#### **Information Collected**

##### **Personal Information:**

- Name, email, phone number
- Billing and shipping addresses
- Date of birth (optional)

##### **Payment Information:**

- Card details (encrypted and not stored)
- Payment method preferences
- Transaction history

##### **Usage Data:**

- Browsing history on NovaCart
- Search queries
- Device information

- IP address
- 

## 7.2 Data Usage

Customer data is used ONLY for:

- Processing orders and transactions
- Sending transactional communications
- Providing customer support
- Improving products and services
- Personalized recommendations
- Marketing communications (with consent)

### We will NEVER:

- Sell customer data to third parties
  - Share data without consent (except as legally required)
  - Use data for purposes other than stated
- 

## 7.3 Data Security

NovaCart implements industry-standard security measures:

- **Encryption:** SSL/TLS encryption for data transmission
  - **Secure Payment Gateway:** PCI-DSS compliant
  - **Access Controls:** Limited employee access to customer data
  - **Regular Audits:** Security assessments and vulnerability testing
  - **Data Backup:** Regular encrypted backups
- 

## 7.4 Customer Rights

Customers have the right to:

- **Access:** Request copy of personal data
- **Correction:** Update or correct information
- **Deletion:** Request account and data deletion
- **Opt-Out:** Unsubscribe from marketing communications
- **Data Portability:** Receive data in machine-readable format

**To Exercise Rights:**

- Email: [privacy@novacart.com](mailto:privacy@novacart.com)
  - Processing Time: 15-30 days
- 

## 7.5 Cookie Policy

NovaCart uses cookies for:

- Session management
- User preferences
- Analytics and performance tracking
- Advertising and marketing

### Cookie Control:

- Manage preferences through browser settings
  - Opt-out of non-essential cookies
  - Cookie policy details on website
- 

## 7.6 Third-Party Sharing

Customer data may be shared with:

- **Payment Processors:** For transaction processing
- **Shipping Partners:** For delivery (name, address, phone only)
- **Email Service Providers:** For transactional emails
- **Analytics Tools:** Anonymized data for insights

All third parties are contractually bound to protect customer data

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## 8. Terms and Conditions

### 8.1 Account Registration

- Customers must be 18 years or older
  - Accurate information required
  - One account per person
  - Customer responsible for account security
  - Password protection and confidentiality
- 

### 8.2 Product Information

- Descriptions and images are for reference
  - Actual products may vary slightly
  - Prices subject to change without notice
  - Stock availability not guaranteed
  - NovaCart not liable for typographical errors
- 

### **8.3 Pricing and Payment**

- All prices in Indian Rupees (INR)
- Prices include applicable taxes (clearly mentioned)
- Payment must be completed to confirm order
- Payment methods: Credit/Debit Cards, Net Banking, UPI, Wallets, Cash on Delivery (select locations)

#### **Payment Security:**

- Secure encrypted gateway
  - No storage of card details
  - 3D Secure authentication for card payments
- 

### **8.4 Order Acceptance**

- Order confirmation email does not guarantee acceptance
  - NovaCart reserves right to refuse or cancel orders
  - Acceptance occurs upon shipment
  - Cancellation rights as per Section 2.3
- 

### **8.5 Intellectual Property**

- All content (images, text, logos) owned by NovaCart or licensors
  - Unauthorized use prohibited
  - Customer reviews and photos may be used by NovaCart
- 

### **8.6 Limitation of Liability**

- NovaCart liable only for direct damages
- Not liable for indirect, consequential, or incidental damages

- Liability limited to order value
  - Force majeure events exempt from liability
- 

## **8.7 Governing Law**

- Policies governed by Indian law
  - Jurisdiction: Courts of [City Name], India
  - Dispute resolution as per Section 9
- 

## **9. Dispute Resolution**

### **9.1 Amicable Resolution**

NovaCart encourages customers to first attempt resolution through:

- Customer support channels
  - Escalation process (Section 6.4)
  - Good faith negotiations
- 

### **9.2 Mediation**

If direct resolution fails:

- Either party may request mediation
  - Neutral third-party mediator
  - Voluntary and non-binding process
  - Costs shared equally
- 

### **9.3 Arbitration**

For unresolved disputes:

- Binding arbitration as per Indian Arbitration and Conciliation Act, 1996
  - Single arbitrator mutually appointed
  - Arbitration seat: [City Name], India
  - Proceedings in English
  - Arbitrator's decision final and binding
- 

### **9.4 Legal Action**

- As last resort after exhausting above options
  - Courts of [City Name], India have exclusive jurisdiction
  - Applicable law: Indian law
- 

## **9.5 Consumer Grievance Redressal**

Customers may approach:

- **National Consumer Helpline:** 1800-11-4000
  - **State Consumer Forums**
  - **Consumer Protection Act, 2019 mechanisms**
- 

## **10. Policy Limitations and Updates**

### **10.1 Applicability**

These policies apply to:

- Purchases made directly through [www.novacart.com](http://www.novacart.com)
- NovaCart mobile application
- NovaCart physical retail stores (if applicable)

**Does NOT apply to:**

- Third-party marketplace purchases
  - Unauthorized resellers
  - Second-hand or refurbished products (unless sold by NovaCart)
- 

### **10.2 Policy Updates**

- NovaCart reserves the right to modify policies
- Updates effective immediately upon posting
- "Last Updated" date reflected at top of document
- Major changes communicated via email

**Customer Responsibility:**

- Review policies periodically
  - Continued use constitutes acceptance of changes
- 

### **10.3 Severability**

- If any provision is deemed invalid or unenforceable
  - Remaining provisions remain in full effect
  - Invalid provision replaced with valid equivalent
- 

#### **10.4 Conflict Resolution Between Policies**

- In case of conflicting terms between sections
  - Specific provision prevails over general provision
  - Latest version prevails over previous versions
- 

### **11. Contact Information**

#### **11.1 NovaCart Technologies Pvt. Ltd.**

**Corporate Office:** [Building Name] [Street Address] [City, State - PIN Code] India

#### **Customer Support:**

- **Email:** support@novacart.com
- **Phone:** +91-XXXX-XXXXXX (Toll-Free)
- **WhatsApp:** +91-XXXXX-XXXX (Coming Soon)
- **Website:** [www.novacart.com](http://www.novacart.com)

**Business Hours:** Monday - Friday: 9:00 AM - 6:00 PM IST Saturday: 10:00 AM - 4:00 PM IST Closed: Sunday & Public Holidays

#### **Specialized Contacts:**

- **Refunds:** refunds@novacart.com
- **Technical Support:** tech@novacart.com
- **Grievances:** grievance@novacart.com
- **Privacy Concerns:** privacy@novacart.com
- **Corporate Queries:** corporate@novacart.com
- **Bulk Orders:** bulkorders@novacart.com

**Returns Address:** NovaCart Technologies - Returns Department [Warehouse Address] [City, State - PIN Code] India

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### **12. Acknowledgment**

By placing an order with NovaCart, customers acknowledge that they have read, understood, and agree to be bound by these policies and terms and conditions.

For any questions, clarifications, or concerns regarding these policies, customers are encouraged to contact NovaCart customer support before making a purchase.

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**Document Version:** 2.0

**Last Updated:** January 2026

**Effective Date:** January 1, 2026

**Next Review Date:** July 2026

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