

## **Terms & Conditions – Vidyesh Ganeshmurti, Sangli. (English)**

### **1. Booking Procedure**

- Bookings are accepted only through our official website (<https://vidyeshganeshmurti.netlify.app/>) or physically at our shop.
- The booking process includes:
  1. Selecting your desired idol (categorized by height),
  2. Making an advance payment,
  3. Filling in customer details.
- Online bookings require advance payment via UPI.
- Cash payments are accepted only at the shop (offline bookings).
- Customers are expected to check size of ganeshmurti carefully as per their availability of space at their home and have knowledge about it before booking.
- There is minimum advance amount of Rs. 200 and is compulsory for online booking.
- Once submitted, your booking will be marked “Approval Pending” and will only be confirmed after manual verification by our team.

### **2. Booking Confirmation & Idol (Murti) Availability**

- Booking is not considered confirmed immediately after payment.
- Idols displayed on the website are subject to availability.
- In case an idol gets booked physically at the shop before the online booking is confirmed, priority will be given to the physical booking.
- If the selected idol is no longer available or not in deliverable state, the customer will be contacted to choose an alternative from the available stock or postpone their pickup or may request a refund of the advance amount.
- Confirmation will be communicated after checking payment and booking details.
- Customers will be informed via SMS or WhatsApp, or call once their booking is approved.

### **3. Payment Terms**

- Accepted online payment modes : UPI, Net Banking, Debit/Credit Cards. (Options other than UPI are available on customer request.)
- Offline (in-shop): Cash and UPI accepted.
- Payment gateway charges, if any, are borne by the customer.
- Partial payment is allowed; the remaining balance must be paid at pickup.
- No idol will be handed over without full payment.
- No refund for change of mind or personal reasons.
- In case of failed or incomplete payment, the booking will not proceed. Customers are advised to retain receipts for confirmation.

### **4. GST Exemption**

- All idols sold are handmade from natural Shadu Mati (clay).
- As per GST Notification No. 2/2017, such idols are exempt from GST.
- Therefore, no GST is charged on any of our idols.

### **5. Change of Booked Idol**

- Booked idols can be changed only up to 21st August 2025, 8 PM.
- Customer can use this facility of changing their booked idol for one time only.
- No change will be accepted after 21st August, 8 PM.
- Bookings made after 21st August 2025, 8 PM cannot avail option of changing their idol.

## **6. Pickup & Delivery**

- Customers can either pick up their idol from our shop or choose home delivery (additional charges apply).
- All requested home deliveries will be done on 26<sup>th</sup> August 2025.
- Regular pickup is scheduled for 26<sup>th</sup> or 27<sup>th</sup> August 2025 i.e. 1 day prior to the day of Ganesh Chaturthi and the day of Ganesh Chaturthi.
- If pickup/home delivery is required earlier, customers must inform us at least 2 days in advance.
- The last date for pickup is 28<sup>th</sup> August 2025 (night).
- If not picked up and no communication is made, the idol may be forfeited without refund.

## **7. Idol Specifications**

- All idols are handmade using natural Shadu Mati.
- Due to handcrafted nature, minor variations in size or shape are possible.
- Images shown on the website are of the actual idol, but color variations may occur due to lighting or mobile camera differences.
- Customers are requested to personally view their idol before pickup.

## **8. Packaging Responsibility**

- We provide only a basic plastic cover during pickup.
- Customers must bring their own thali, baskets, or support materials for safe transport.
- We are not responsible for any damages occurring after the idol is handed over to customer or customer's agent.

## **9. Damage Policy**

- Only major, non-recoverable damages caused by us before pickup or delivery will be considered valid for refund or replacement.
- Minor scratches, small chips at the base, or surface-level imperfections are considered normal due to the handmade nature of Shadu idols and natural colors and will not qualify as damages.
- Customers are expected to inspect their idol during pickup or at the time of delivery.
- No complaints regarding damage will be entertained after the idol is picked up or delivered.
- In case of major damage by us before pickup/delivery:
  1. The customer can select an alternate idol of similar value, or
  2. Request a full refund if no suitable replacement is available.

## **10. Cancellations & Refunds**

- Cancellations are not allowed once a booking is confirmed.
- Advance payments are non-refundable, except when:
  - We are unable to provide the booked idol, or the idol is damaged by us and the customer refuses a replacement.
- In such valid cases, a full refund will be provided.

## **11. Use of Customer Information**

- Customer details collected during booking are used solely for communication and delivery.
- We do not share customer data with any third-party.

## **12. Force Majeure**

- We are not responsible for any delay, cancellation, or failure due to events beyond our control.

## **13. Jurisdiction**

- Any disputes will be subject to the jurisdiction of courts in Sangli, Maharashtra.