

Apni Dukan – Rules & Policies

1. General Terms

- By using *Apni Dukan*, you agree to follow these rules and policies.
- The application is intended for personal shopping use only.
- We reserve the right to update these policies at any time.

2. User Accounts

- Users must provide accurate information during registration.
- Keep your login credentials secure; you are responsible for all activity under your account.
- Misuse of accounts (fake profiles, fraud, or unauthorized access) may result in suspension.

3. Orders & Payments

- All orders placed through *Apni Dukan* are subject to confirmation.
- Prices are displayed in the app and may change without prior notice.
- Payments must be completed through approved methods; failed or fraudulent payments will cancel the order.

4. Shipping & Delivery

- Delivery timelines are estimates and may vary due to location or unforeseen delays.
- Users must provide a correct delivery address; failed deliveries due to incorrect details are the user's responsibility.
- Risk of loss passes to the user once the product is delivered.

5. Returns & Refunds

- Returns are accepted only under the conditions stated in the product's return policy.
- Refunds will be processed within a reasonable time after approval.
- Certain items (perishable goods, customized products) may not be eligible for return.

6. User Conduct

- Users must not misuse the platform for illegal activities.
- Offensive, abusive, or fraudulent behavior will result in account termination.
- Reviews and feedback must be honest and respectful.

7. Privacy Policy

- We collect user data (name, contact details, transaction history) to improve services.
- Data will not be shared with third parties except for order fulfillment or legal compliance.
- Users can request deletion of their account and associated data.

8. Intellectual Property

- All content, logos, and designs in *Apni Dukan* are owned by the company.
- Unauthorized use, reproduction, or distribution is prohibited.

9. Limitation of Liability

- *Apni Dukan* is not responsible for indirect losses (loss of profit, data, or goodwill).
- Liability is limited to the value of the product purchased.

10. Governing Law

- These policies are governed by the laws of India.
- Any disputes will be subject to the jurisdiction of courts in Haryana.



Thank you — Visit Again!