Terms & Conditions

Effective date: [dd/mm/yyyy]

Welcome to **VISVAS COOKWARE**. These Terms and Conditions govern the use of our website and our business. By accessing our website/shop from our website, you agree to comply with these Terms.

If you do not agree with any part of these Terms, please discontinue using the website.

1. Business Information

- **Business Name:** VISVAS COOKWARE
- **Business Address:** No. 27/32, 1st Floor, Kumaragururam Chennai, Chennai, Tamil Nadu - 600044, India
- **Website:** https://www.visvascookwarechennai.com/
- **Phone:** 9962425040
- **WhatsApp:** Chat on WhatsApp with +91 9962425040
- **Email:** visvascookwarechennai@gmail.com

VISVAS COOKWARE specializes as a seller of home appliances, kitchen appliances, cookware, and related accessories.

We ensure that all products listed on our website are genuine.

2. Acceptance of Terms

By accessing the website or placing an order, you confirm that:

- You are legally capable of entering into a binding contract.
- You will use Visvas Cookware's services for lawful purposes only.
- All information you provide is accurate and complete.

3. Products and Services

VISVAS COOKWARE offers various kitchen appliances and cookware products through the website.

While we make every effort to ensure accuracy:

- Product descriptions
- Pricing information
- Pricing information

may occasionally contain minor errors.

VISVAS COOKWARE reserves the right to:

- Correct any errors
- Update product information
- Discontinue products at any time without prior notice

4. Pricing

All prices displayed on the website are in Indian Rupees (INR).

We may:

- Change without prior notice
- Include or exclude applicable GST depending on the product listing

VISVAS COOKWARE reserves the right to correct any errors in incorrect pricing, including due to technical errors.

5. Orders and Order Acceptance

When a customer places an order:

- It is treated as a binding offer to purchase.
- The order will be confirmed only after verification and payment confirmation.

VISVAS COOKWARE reserves the right to cancel or refuse any order due to:

- Stock unavailability
- Payment issues
- Incorrect information provided by the customer
- Suspected fraud and transactions.

6. Payment Methods

We accept secure payments through:

- Credit Card
- Debit Card
- Net Banking
- Digital Wallets
- Cash on Delivery (if available)

Orders will be processed only after successful payment confirmation unless Cash on Delivery is selected.

7. Shipping and Delivery

Shipping charges may vary depending on:

- Delivery location
- Product weight
- Courier partner service

Estimated delivery timelines will be provided during checkout but are not guaranteed.

VISVAS COOKWARE is not responsible for delays caused by:

- Courier companies
- Natural disasters
- Logistical disruptions
- Unforeseen logistical issues

8. Returns and Refunds

Customers may request returns or replacements if:

- The product received is damaged
- The product is defective
- There is a manufacturing defect

Customers must report issues within 48 hours of delivery.

Further details are available in the Return and Refund Policy page.

9. Intellectual Property

All content on this website including:

- Logo
- Trademarks
- Images
- Product descriptions
- Website design

is the exclusive property of VISVAS COOKWARE.

Unauthorized copying, reproduction, or distribution is strictly prohibited.

10. User Conduct

Users must not:

- Use the website for unlawful purposes
- Attempt to hack or disrupt the website
- Upload malicious software
- Misuse customer data

Violation of these rules may result in restricted access or legal action.

11. Limitation of Liability

VISVAS COOKWARE shall not be responsible for:

- Indirect losses
- Consequential losses
- Business interruption
- Data loss

Our liability is limited to the amount paid by the customer for the purchased product.

12. Third-Party Links

Our website may contain third-party links.

VISVAS COOKWARE is not responsible for the content or privacy practices of such external websites.

13. Privacy

Your use of the website is also governed by our Privacy Policy, which explains how your information is collected and used.

14. Governing Law

These Terms and Conditions shall be governed by the laws of India.

Any dispute arising from the use of the website shall be subject to the jurisdiction of courts located in Chennai, India.

15. Changes to Terms

VISVAS COOKWARE reserves the right to modify these Terms and Conditions at any time.

Updated terms will be posted on this page with the revised effective date.

16. Contact Information

For questions or support, please contact:

VISVAS COOKWARE
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Powered by Shopify
Checkout Shopify Payments Supported

PRIVACY POLICY

Effective date: [dd/mm/yyyy]

VISVAS COOKWARE values the privacy of our customers and visitors. This Privacy Policy explains how we collect, use, store, and protect your personal information when you visit or interact with our website.

By using our website, you agree to the practices described in this Privacy Policy.

1. Business Information

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2. Information We Collect

We may collect the following types of information from customers and website visitors:

Personal Information
When you contact us or place an order, we may collect:

- Full name
- Email address
- Email address
- Phone number
- Billing information
- WhatsApp contact details

Technical Information
When you visit our website, we may automatically collect:

- IP address
- Device type
- Browser type
- Pages visited
- Time spent on pages
- Referring URLs

This information helps us improve website performance and user experience.

3. How We Use Your Information

We use the information collected for the following purposes:

- Processing orders and deliveries
- Customer support
- Communicating order updates
- Responding to customer inquiries
- Improving website performance
- Preventing fraud and unauthorized transactions
- Sending promotional offers (if you opt in)

We do not sell or rent your personal information to third parties.

4. Cookies and Tracking Technologies

Our website may use cookies to improve browsing experience.

Cookies help us:

- Understand website traffic
- Remember user preferences
- Improve website functionality

You can disable cookies through your browser settings.

5. Sharing of Information

We may share your information with:

- Payment gateway providers
- Courier companies
- Website hosting providers
- Analytics and marketing tools

These partners are required to protect your information and use it only for the intended purpose.

6. Data Security

VISVAS COOKWARE uses reasonable security measures to protect your personal data from:

- Unauthorized access
- Misuse
- Alteration or disclosure

However, no online transmission is completely secure. Users share information at their own risk.

7. Data Retention

We retain customer information only for as long as necessary for:

- Order processing
- Customer service
- Legal or accounting requirements

After this period, the data may be securely deleted.

8. Your Rights

As a user, you have the right to:

- Request access to your personal information
- Request correction of inaccurate information
- Request deletion of your personal data
- Withdraw consent for receiving communications
- Request data portability (if applicable)

9. Third-Party Links

Our website may contain third-party websites.

VISVAS COOKWARE is not responsible for the privacy practices of external websites.

Users should review the privacy policies of those websites separately.

10. Children's Privacy

Our website is not intended for individuals under the age of 18 years.

We do not knowingly collect personal information from minors.

11. Changes to Privacy Policy

VISVAS COOKWARE may update this Privacy Policy from time to time.

Updated versions will be posted on this page along with the updated effective date.

12. Contact Information

If you have any questions about this Privacy Policy, please contact us:

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RETURN AND REFUND POLICY

Effective date: [dd/mm/yyyy]

At **VISVAS COOKWARE**, we strive to ensure that our customers receive quality products and a satisfactory shopping experience. This Return and Refund Policy outlines the conditions under which returns, replacements, and refunds may be processed.

By purchasing from our website, you agree to this policy.

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2. Return Eligibility

A product may be eligible for return or replacement under the following conditions:

- The product is damaged during delivery
- The wrong product was delivered
- The product is defective or not working properly

To be eligible for a return:

- The product must be unused
- The product must be in its original packaging
- Proof of purchase must be provided
- Proof of purchase must be provided

3. Return Request Time

Customers must request a return within 48 hours of receiving the product.

Requests made after this time may not be eligible for return or replacement.

Customers can contact us through:

- Phone
- WhatsApp
- Email

Customers may be asked to provide:

- Order number
- Photos or videos of the damaged or incorrect product

4. Non-Returnable Items

The following items may not be eligible for return:

- Used products
- Products damaged due to improper handling
- Products without their original packaging
- Products without proof of purchase

Certain appliances may also be covered under the manufacturer's warranty instead of our return policy.

5. Replacement Policy

If the return request is approved, VISVAS COOKWARE may provide:

- Product replacement
- Store credit or
- Refund depending on product availability and customer preference

Replacement products will be shipped after the defective item has been received and inspected.

6. Refund Process

If a refund is approved:

- Refunds will be processed to the original payment method used during purchase
- The refund process may take 5-10 business days, depending on the payment provider or bank.

For Cash on Delivery orders, refunds may be processed through:

- Bank transfer
- UPI transfer
- Store credit

7. Return Shipping

If the return is due to:

- Damaged product
- Wrong product delivered
- Manufacturing defect

VISVAS COOKWARE may arrange or reimburse the return shipping.

If the return is due to customer preference or incorrect order placed by the customer, return shipping charges may apply.

8. Inspection and Approval

Returns are reviewed and processed only after inspection.

VISVAS COOKWARE reserves the right to:

- Approve or reject return requests
- Request additional information or proof of purchase

Customers will be notified about the return status.

9. Cancellation Policy

Orders may be cancelled:

- Before dispatch
- Within a reasonable time if order is not yet shipped

Once the product is dispatched, cancellation may not be possible.

10. Contact Information

For return or refund requests, contact:

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SHIPPING POLICY

Effective date: [dd/mm/yyyy]

This Shipping Policy explains how **VISVAS COOKWARE** processes and delivers orders placed through our website.

By placing an order with us, you agree to the terms described in this Shipping Policy.

1. Business Information

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2. Order Processing Time

Orders are processed within 1-2 business days after payment confirmation.

Processing time may vary due to:

- Stock availability
- High order volume
- Public holidays
- Logistical or operational delays

Customers will be informed if there are any delays in processing.

3. Shipping Coverage

Currently, VISVAS COOKWARE ships only within India.

Delivery availability may vary depending on the courier partner service in the customer's location.

4. Estimated Delivery Time

Estimated delivery timelines may vary depending on location.

Typical delivery timelines:

- Metro Cities: 3-5 business days
- Other Cities and Towns: 5-7 business days
- Remote Areas: 7-10 business days

These timelines are not guaranteed and may vary depending on courier service conditions.

5. Shipping Charges

Shipping charges may depend on:

- Order value
- Delivery location
- Courier partner rates

Shipping charges, if applicable, will be displayed during checkout.

VISVAS COOKWARE may occasionally offer free shipping promotions.

6. Order Tracking

Once the order is shipped, customers will receive tracking details through:

- WhatsApp
- Email notification

Customers can use the provided tracking number to track the delivery status through the courier partner's website.

7. Delivery Issues

If you experience any issues with delivery such as:

- Damaged parcel
- Wrong package
- Missing package

Please contact us immediately using the contact details below.

We will coordinate with the courier partner to resolve the issue.

8. Incorrect Address

Customers must ensure that the shipping address and contact number are correct at the time of order placement.

VISVAS COOKWARE is not responsible for delivery delays or failed deliveries caused by incorrect customer information.

9. Failed Delivery Attempts

If the courier partner is unable to deliver due to:

- Customer unavailability
- Incorrect address
- Refusal of delivery

The package may be returned to us.

Shipping charges may be applied for re-delivery.

10. Damaged Packages

If the package appears damaged during delivery:

- Customers should inspect the package immediately
- Take photos of the package and product
- Contact us within 48 hours of delivery

This helps us process replacement or return requests efficiently.

11. Contact Information

For any shipping-related inquiries, please contact:

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