

# **About us, terms and Conditions, Privacy, Refund Policies and Shipping Policy**

## **About Us**

“ENABLING EVOLUTIONARY EXCELLENCE IN CONSCIOUSNESS ERA”

to create and deal with disruptions

Arpitha Associates Pvt. Ltd. offers a wide range of consulting & interventions with the necessary tools, analytics, methods and expertise to help grow your business & YOU.

We partner with our clients from start to finish, focusing on their needs while generating new ideas, developing effective strategies and designing high quality and scalable solutions.

Interventions with People, Process & Technology enables us to be one of its kind.

## **Terms and Conditions**

Welcome to [www.arpitha.com](http://www.arpitha.com), a venture of Arpitha Associates Private Ltd.

We are honoured you chose to visit our website, and we commit to displaying excellent standards of services.

We render our services to your acceptance of the terms and conditions mentioned below.

We request you to read them carefully. If you visit and/ or use our website offerings, we assume you have accepted the conditions hereunder.

The contents of this site- [www.arpitha.com](http://www.arpitha.com) are electronically generated. All our communication would be conducted in electronic form, by emails or posting notices and messages on the website. By agreeing, you accept all communications related services offered by [www.arpitha.com](http://www.arpitha.com).

You can visit and make personal use of our site and services. However, downloading or modifying any portion of the website, including images, is strictly prohibited. The site is owned by [www.arpitha.com](http://www.arpitha.com) and cannot be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any commercial purpose without express written consent of [www.arpitha.com](http://www.arpitha.com)

You agree to provide a correct email address and create an account with a password and at [www.arpitha.com](http://www.arpitha.com) in order to partake in services from us. Each user is responsible for maintaining and protecting their account for restricting access to your computer and agree to accept responsibility for all activities that occur under your account or password.

You may post reviews, comments, submit suggestions, ideas, questions, etc, so long as the contents are not illegal, obscene, threatening, defamatory, invasive of privacy, infringing of intellectual property rights, or otherwise injurious to third parties or objectionable and do not consist of or contain software viruses, political and commercial campaigning, mass mailings, or any form of “spam”.

If you do post content or submit material, and unless we indicate otherwise, you grant [www.arpitha.com](http://www.arpitha.com) a nonexclusive, royalty-free, irrevocable, and fully sub-licensable right to use, reproduce, modify, adapt, publish, translate, distribute, and display such contents anywhere in the world in any form.

[www.arpitha.com](http://www.arpitha.com) has the right but not the obligation to monitor and edit or remove any activity or content. [www.arpitha.com](http://www.arpitha.com) takes no responsibility and assumes no liability for any content posted

by you or any third party. All items purchased from [www.arpitha.com](http://www.arpitha.com) are subject to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier and we are not liable for the same thereafter.

### **Disputes**

Any dispute or claim relating in any way to your visit to [www.arpitha.com](http://www.arpitha.com) or to products you purchase through [www.arpitha.com](http://www.arpitha.com) only be in the jurisdiction of the Courts of **Bengaluru** only. Arbitration under this agreement shall be conducted under the rules and prevailing Laws. The arbitrator's award shall be binding and may be entered as a judgment in any court of competent jurisdiction. To the fullest extent permitted by applicable law, no arbitration under this Agreement shall be joined to an arbitration involving any other party subject to this Agreement, whether through class arbitration proceedings or otherwise.

### **Applicable Law**

By visiting [www.arpitha.com](http://www.arpitha.com) you agree that the laws of INDIA, without regard to principles of conflict of laws, will govern these Conditions of Use and any dispute of any sort that might arise between you and [www.arpitha.com](http://www.arpitha.com)

### **Site Policies**

**We reserve the right to make changes to our site policies, and these Terms and Conditions of Use at any time. If any of these conditions shall be deemed invalid, void, or for any reason unenforceable, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.**

## **Privacy Policy**

Privacy Policy and non-disclaimers

This Privacy Policy ("Policy") describes the policies and procedures on the collection, use, disclosure and protection of your information when you use our website located at [www.arpitha.com](http://www.arpitha.com). ("Arpitha Associates Pvt. Ltd.", "Company", "we", "us" and "our"), a private company established under the laws of India having its registered office at #302, 2<sup>nd</sup> Floor, Santoj Cottage, 107, Surveyor Street, Basavanagudi, Bengaluru - 560004

The terms "you" and "your" refer to the user of the Arpitha Associates Pvt Ltd. The term "Services" refers to any services offered by Arpitha Associates Pvt Ltd", whether on the [www.arpitha.com](http://www.arpitha.com) website or otherwise.

Please read this Policy before using the [www.arpitha.com](http://www.arpitha.com) or submitting any personal information to Arpitha Associates Pvt Ltd. This Policy is a part of and incorporated within, and is to be read along with, the Terms of Use.

### **Your Consent**

By using the [www.arpitha.com](http://www.arpitha.com) website and the Services, you agree and consent to the collection, transfer, use, storage, disclosure and sharing of your information as described and collected by us in accordance with this Policy. If you do not agree with the Policy, please do not use or access the [www.arpitha.com](http://www.arpitha.com) Platform.

### **Policy Changes**

We may occasionally update this Policy and such changes will be posted on this page. If we make any significant changes to this Policy we will endeavour to provide you with reasonable notice of such

changes, such as via prominent notice on the [www.arpitha.com](http://www.arpitha.com) Platform or to your email address on record and where required by applicable law, we will obtain your consent. To the extent permitted under the applicable law, your continued use of our Services after we publish or send a notice about our changes to this Policy shall constitute your consent to the updated Policy.

### **Links to Other Websites**

The [www.arpitha.com](http://www.arpitha.com) Platform may contain links to other websites. Any personal information about you collected whilst visiting such websites is not governed by this Policy. [www.arpitha.com](http://www.arpitha.com) shall not be responsible for and has no control over the practices and content of any website accessed using the links contained on the [www.arpitha.com](http://www.arpitha.com) Platform. This Policy shall not apply to any information you may disclose to any of our service providers/service personnel which we do not require you to disclose to us or any of our service providers under this Policy.

### **Information we collect from you**

We will collect and process the following information about you:

Information you give us - This includes information submitted when you:

Create or update your [www.arpitha.com](http://www.arpitha.com) account, which may include your name, email, phone number, login name and password, address, payment or banking information, date of birth and profile picture. If you sign in to the [www.arpitha.com](http://www.arpitha.com) Platform through third-party sign-in services such as Facebook, Google Plus or Gmail or any other social networking or similar site (collectively, "SNS"), an option of which may be provided to you by [www.arpitha.com](http://www.arpitha.com) at its sole discretion, you will be allowing us to pass through and receive from the SNS your log-in information and other user data; or

Provide content to us, which may include reviews, ordering details and history, favorite vendors, special merchant requests, contact information of people you refer to us and other information you provide on the [www.arpitha.com](http://www.arpitha.com) Platform ("Your Content").

Use our Services, we may collect and store information about you to process your requests and automatically complete forms for future transactions, including (but not limited to) your phone number, address, email, billing information and credit or payment card information.

The information collected from customers helps us to have personal relationship and improve your shopping experience. Any information you give us is stored with utmost care & security. This information helps us in serving you better. Needless to say we are bound to co-operate fully when situation requires us to do so, like by law or legal process, we have to provide information about our customers. Further we have the liberty to share the non-personal information with our marketing team, advertising agencies or any other similar parties for research & advertising purposes. Also email id's of "Tell a friend" will be used for new arrivals, promotions, etc.

### **Use of Cookies**

Cookies are small amount of data, mostly alphanumerical identifiers that are transferred to your computer's hard drive. They are small pieces of information that are stored by your browser. This helps our system to recognize your browser the next time you enter our site. Our cookies do not contain any personally identifying information. Most web browsers automatically accept cookies. To take advantage of [www.arpitha.com](http://www.arpitha.com) unique features we recommend that you allow cookies.

Report problems for troubleshooting.

If you sign up to use our Services as a merchant or a delivery partner, we may collect location details, copies of government identification documents and other details (KYC), call and SMS details.

Information we collect about you - With regard to each of your visits to the [www.arpitha.com](http://www.arpitha.com) Platform, we will automatically collect and analyse the following demographic and other information:

When you communicate with us (via email, phone, through the [www.arpitha.com](http://www.arpitha.com) Platform or otherwise), we may maintain a record of your communication;

**Transaction Information:** We collect transaction details related to your use of our Services, and information about your activity on the Services, including the full Uniform Resource Locators (URL), the type of Services you requested or provided, comments, domain names, search results selected, number of clicks, information and pages viewed and searched for, the order of those pages, length of your visit to our Services, the date and time you used the Services, amount charged, details regarding application of promotional code, methods used to browse away from the page and any phone number used to call our customer service number and other related transaction details;

**Device Information:** We may collect information about the devices you use to access our Services, including the hardware models, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information and mobile network information. Analytics companies may use mobile device IDs to track your usage of the [www.arpitha.com](http://www.arpitha.com) Platform;

#### **Information we receive from other sources –**

We may receive information about you from third parties, such as other users, partners (including ad partners, analytics providers, search information providers), or our affiliated companies or if you use any of the other websites/apps we operate or the other Services we provide. Users of our Ad Services and other third-parties may share information with us such as the cookie ID, device ID, or demographic or interest data, and information about content viewed or actions taken on a third-party website, online services or apps. For example, users of our Ad Services may also be able to share customer list information (e.g., email or phone number) with us to create customized audience segments for their ad campaigns.

When you sign in to [www.arpitha.com](http://www.arpitha.com) Platform with your SNS account, or otherwise connect to your SNS account with the Services, you consent to our collection, storage, and use, in accordance with this Policy, of the information that you make available to us through the social media interface. This could include, without limitation, any information that you have made public through your social media account, information that the social media service shares with us, or information that is disclosed during the sign-in process. Please see your social media provider's privacy policy and help center for more information about how they share information when you choose to connect your account.

#### **Uses of your information**

We use the information we collect for following purposes, including:

- To provide, personalize, maintain and improve our products and services, such as to enable deliveries and other services, enable features to personalize your [www.arpitha.com](http://www.arpitha.com) account;
- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the relevant information and services;
- To administer and enhance the security of our [www.arpitha.com](http://www.arpitha.com) Platform and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To provide you with information about services we consider similar to those that you are already using, or have enquired about, or may interest you. If you are a registered user, we

will contact you by electronic means (email or SMS or telephone) with information about these services;

- To understand our users (what they do on our Services, what features they like, how they use them, etc.), improve the content and features of our Services (such as by personalizing content to your interests), process and complete your transactions, make special offers, provide customer support, process and respond to your queries;
- To generate and review reports and data about, and to conduct research on, our user base and Service usage patterns;
- To allow you to participate in interactive features of our Services, if any; or
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you.
- To carry out academic research with academic partners.

We may combine the information that we receive from third parties with the information you give to us and information we collect about you for the purposes set out above. Further, we may anonymize and/or de-identify information collected from you through the Services or via other means, including via the use of third-party web analytic tools. As a result, our use and disclosure of aggregated and/or de-identified information is not restricted by this Policy, and it may be used and disclosed to others without limitation.

We analyse the log files of our [www.arpitha.com](http://www.arpitha.com) Platform that may contain Internet Protocol (IP) addresses, browser type and language, Internet service provider (ISP), referring, app crashes, page viewed and exit websites and applications, operating system, date/time stamp, and clickstream data. This helps us to administer the website, to learn about user behavior on the site, to improve our product and services, and to gather demographic information about our user base as a whole.

### **Site Approach**

The access to our site is limited & for personal uses only. No part of the site can be modified without our written prior consent. This site or any part of it may not be reproduced, duplicated or exploited for any purpose without taking written consent from Arpitha Associates Pvt. Ltd.

### **RETURN POLICY**

We aim towards complete customer satisfaction. In case you are not happy with any products you have purchased, you can simply return the item(s) and we'll send you a replacement or refund your money.

If you receive a damaged or a defective item, please return the same without any hesitation to us in a proper package. Kindly enclose a note stating the reason for the returns. Also state your order number & send it to us via a trusted courier or mail. As soon as we receive the defective item, we will send you a fresh replacement or refund the amount as per your choice. In your return note please advise us whether you would like a replacement or a refund. This facility is only for goods bought from us.

You can return an item to us, provided you do so within a 7-day window. If your order has been placed via [www.arpitha.com](http://www.arpitha.com) please email us at for a refund or exchange provided on the order receipt.

Please read our Returns and exchange information and instructions as well as our terms and conditions carefully -:

1. Items should be in their original condition

2. Items should be ideally in the original packaging
3. Items should be returned within 7 days of the day you bought them with a receipt.

#### **Damaged or incorrect items**

If your item arrives damaged or we send you the wrong item, we apologize for the inconvenience. You'll be refunded for the original item price.

#### **How to return an item by post**

We recommend you to use a registered mail service that includes insurance for your returns. We can only give you a refund or exchange if we receive the items.

1. Tell us why you're returning the item(s) and whether you want a refund or a replacement.
2. Post your item back to us.

Arpitha Associates Pvt. Ltd.  
302, 2<sup>nd</sup> Floor, Santoj Cottage  
107, Surveyor Street  
Basavanagudi  
Bangalore 560004  
Tel: 91-80-26616764 , 91-98457 04863

#### **Please Make Note:**

The return courier charges incurred by you will be refunded by us into your account. The maximum courier refund amount we can credit into your account in Rs300/-. Hence, please choose the right courier service for returning the product. Arpitha.com customers cannot return any products bought online at any other online platform.

#### **GRIEVANCE AND SECURITY**

If you have any queries relating to the processing or usage of information provided by you in connection with this Policy, please email us at [kalpana@arpitha.com](mailto:kalpana@arpitha.com) or write to us at the following address:

Arpitha Associates Pvt. Ltd.  
302, 2<sup>nd</sup> Floor, Santoj Cottage  
107, Surveyor Street  
Basavanagudi  
Bangalore 560004  
Tel: 91-80-26616764 , 91-98457 04863

If you come across any abuse or violation of the Policy, please report to [kalpana@arpitha.com](mailto:kalpana@arpitha.com)

## Shipping Policy

We ship our products to almost all locations in India where there is reach of the Indian Postal Network.

For countries other than India, we will deal with shipping independently depending on the country and the services available.

When you place an order, the estimated shipping/dispatch and estimated delivery time will be specified based on the availability of the item, your delivery location and coverage by our empanelled couriers. Generally, the dispatch timeline falls under below categories:

### **In stock:**

All the items will clearly mention the approximate shipping time.

Please allow 24-48 hours for processing, as we do not ship out on weekends or holidays. You can expect the delivery within 5-7 business days (In areas where standard courier service is available).

### **Out of stock:**

These items are currently out of stock. We accept email IDs and will intimate you once the items are back in stock.

### **Pre-Order:**

The stock of these products is expected shortly (usually within 2-3 weeks). We accept email IDs and will intimate you once the products are ready to be shipped for you to place your order(s).

Please note that some order items may attract Handling Charges, which are payable extra. Handling Charges are applied wherever the volumetric weight of the item is more and/or the item needs special packing & shipping care. Few remote locations need extra payment beyond this for Bulk Orders (e.g. North East, Andaman Island etc).

For other areas the order will be sent by registered post through The Indian Postal Service which may take one to two weeks depending on the location.

Our courier: FedEx courier, Blue Dart, DTDC, India Postal Service.

Major destinations are serviced by known national courier companies and deliveries normally take 1-7 days. You can track the status and location of your parcel after dispatch on the respective courier's website using the parcel's tracking code. Remote locations where there is no coverage by our empanelled couriers get serviced through India Post, a Government of India undertaking. Delivery through India Post normally takes longer and could extend to more than 2 weeks for some locations and rare situations.

Kindly be patient - inform us if there is an inordinate delay and we will follow up with India Post.

If you have any questions regarding shipping feel free to call us at:

**+91 98457 04863** (Prasad) or e-mail us at [kalpana@arpitha.com](mailto:kalpana@arpitha.com)