

Terms & Conditions / Policies

Effective Date: 27-08-2025

By shopping with UddanamMart, customers should acknowledge and agree to the following terms and policies.

1. Pricing & Payment:

- Payments can be made via Cash on Delivery (COD), UPI, Debit/Credit Cards, or any other methods available at checkout.
- All displayed prices include applicable taxes.

2. Orders & Delivery:

- Home delivery orders are confirmed by Traders via phone or WhatsApp. After confirmation, customers can directly communicate with the assigned trader for product details, substitutions, or delivery preferences by using the "contact seller" option in the orders section.
- Delivery times may differ based on location and product availability. The standard delivery period is between 3 to 7 working days.

3. Returns & Refunds:

- Returns are accepted within two days of purchase if items are unused, undamaged, and in their original condition.
- Perishable items (such as vegetables, fruits, dairy, or frozen goods) are non-returnable, except if reported as damaged or spoiled at the time of delivery.
- For smooth assistance with returns or refunds, please contact UddanamMart Customer Care at [+91 63004 89736](tel:+916300489736), which will coordinate with the respective trader and process the request as per policy and timelines.

4. Quality Assurance:

- All products listed on our platform are sourced from trusted suppliers and verified traders.
- Customers are encouraged to check the product's quantity, quality, and condition at the time of delivery or purchase to ensure satisfaction.

5. Customer Responsibilities:

- Please provide an accurate delivery address and contact details when placing an order. UddanamMart cannot be held responsible for failed or delayed deliveries caused by incomplete/incorrect information.
- We kindly request customers to be reachable by phone or WhatsApp during delivery for smooth confirmation and hassle-free handover.

6. Privacy Policy:

- We respect your privacy. Customer details (such as name, phone number, address, and order history) are collected only to process orders, provide support, and improve services.
- We do not share personal information with third parties without customer consent, unless required by law.
- To keep you updated, we may contact you regarding orders via phone calls, SMS, or WhatsApp.

7. Store Rights:

- UddanamMart aims to provide every customer with a reliable and smooth shopping experience.
- However, we reserve the right to refuse or cancel orders in rare situations such as:
 - Suspected fraud.
 - Policy violations.
 - Inventory errors or unavailability.
 - Abusive or inappropriate behaviour.
- All offers, discounts, and loyalty rewards are governed strictly by the promotional terms announced at the time of the offer.

8. Legal Note:

- Nothing in these Terms & Conditions affects your statutory consumer rights.
- For marketplace orders fulfilled by independent traders, any responsibility for product quality, shortages, warranties, or delivery execution lies solely with the respective trader, unless UddanamMart is explicitly listed as the seller of record.
- All purchases and services are governed by the laws and jurisdiction of the store's operating location.
- Disputes, if any, will be resolved as per applicable legal procedures. Details of escalation steps and venue may be communicated during customer support or grievance handling.

9. Marketplace Responsibility:

- For orders fulfilled by independent traders, UddanamMart acts only as a platform/facilitator.
- UddanamMart is not responsible for product quality, defects, damages, shortages, or delivery execution issues for such orders. These matters fall under the full responsibility of the respective trader/seller.
- Customers are encouraged to contact UddanamMart Customer Care for assistance, and we will help coordinate with the trader as per the applicable policies.

10. Contact:

- Customer Care (returns, refunds & order support):  [\[+91 63004 89736\]](tel:+916300489736) |  [\[contact.uddanammart@gmail.com\]](mailto:contact.uddanammart@gmail.com)
- Trader Coordination: Trader contact details will be shared upon confirmation of your order.
- Business/Grievance Support: Additional details are available on request and will be shared promptly to address concerns.