

Terms & Conditions

Welcome to **GNR Mart**. By accessing and using our website (www.gnrmart.com), you agree to be bound by the following terms and conditions. Please read them carefully before using our services. If you do not agree with these terms, you may not use our website or services.

1. General Information

- **Company Name:** GNR Mart
- **Official Website:** www.gnrmart.com
- **Founded:** October 2023

These Terms & Conditions govern your use of our website and services, including purchasing products and interacting with the platform.

2. Eligibility

To use our website and make purchases, you must:

- Be at least 18 years of age or have the legal capacity to enter into contracts.
- Provide accurate and up-to-date personal information during account registration and purchases.

3. Products and Services

GNR Mart specializes in two primary categories of products:

- **Unique Products:** We offer products from various regions of India, known as **Geographical Indication (GI) Products**. These are unique items that are famous in particular areas, such as **Athreyapuram Pootharekulu, Kakinada Kaja, and Kanchipuram Sarees**.
- **Organic Products:** We manufacture organic products such as **Nutrimix, Seedmix, and Honey** in our Ambattur unit after years of research.

We aim to provide high-quality products, but we cannot guarantee that the product images on our website will exactly match the actual items due to variations in color, packaging, etc.

4. Ordering and Payment

- **Order Acceptance:** All orders are subject to acceptance and availability. We reserve the right to refuse or cancel any order at our discretion, including but not limited to situations where products are out of stock, pricing errors occur, or fraudulent activity is suspected.
- **Pricing:** All prices listed on our website are in INR (Indian Rupees) and include applicable taxes unless otherwise stated. Prices may be subject to change without notice.
- **Payment:** We accept a variety of payment methods, including credit cards, debit cards, UPI, and net banking. By providing payment information, you represent and warrant that you are authorized to use the selected payment method.

5. Shipping and Delivery

- **Delivery Areas:** We deliver across **19,000+ pincodes** in India. Delivery times may vary depending on location and the type of product ordered.
- **Shipping Partners:** We have tie-ups with around **seven delivery partners** to ensure safe and timely delivery.
- **Delivery Time:** Estimated delivery times are provided at checkout, but these are only estimates and not guaranteed. We are not liable for any delays caused by factors beyond our control, such as courier issues or natural disasters.
- **Shipping Charges:** Shipping charges may vary based on the product, delivery location, and shipping method. Details of the shipping charges will be provided at checkout.

6. Returns and Refunds

We strive for customer satisfaction, but if you are not happy with your purchase, you may be eligible for a return or refund under the following conditions:

- **Return Eligibility:** Products must be unused, in their original packaging, and returned within **7 days** of delivery.
- **Non-Returnable Items:** Perishable items, custom-made products, or items explicitly marked as non-returnable cannot be returned.
- **Refunds:** Once your return is received and inspected, we will notify you of the status. Approved refunds will be processed via the original payment method within 7-10 business days.

7. Intellectual Property

All content on the GNR Mart website, including but not limited to text, images, graphics, logos, and product descriptions, are the intellectual property of GNR Mart. You may not use, reproduce, distribute, or display any content from our website without explicit permission from us.

8. User Conduct

By using our website, you agree not to:

- Post or transmit any unlawful, harmful, or offensive content.
- Impersonate any person or entity or misrepresent your affiliation with a person or entity.
- Engage in any fraudulent activity, including placing orders with false or misleading information.
- Disrupt the website or servers by transmitting any software viruses, malware, or harmful code.
- Use the website for any unauthorized commercial activity.

9. Limitation of Liability

To the maximum extent permitted by law, GNR Mart shall not be liable for any indirect, incidental, or consequential damages arising out of or in connection with your use of our website, products, or services, including but not limited to loss of profits, data, or other intangible losses.

10. Disclaimer of Warranties

We provide our products and services "as is" and "as available" without any express or implied warranties. We make no guarantees that the website will be uninterrupted, error-free, or free from harmful components.

11. Indemnification

You agree to indemnify and hold GNR Mart harmless from any claims, damages, or liabilities arising from your use of the website or violation of these Terms & Conditions.

12. Changes to Terms & Conditions

GNR Mart reserves the right to modify or update these Terms & Conditions at any time without prior notice. Your continued use of our website following any changes constitutes your acceptance of the new terms.

13. Contact Information

If you have any questions about these Terms & Conditions or any aspect of your experience with GNR Mart, please contact us at:

GNR Mart

Email: [admin@gnrmart.com]

Phone: [+91 9556769688]

Address: [Bargarh , Debahal Odishha]

Effective Date: 18/10/24