

Terms & Conditions

Last Updated: [Insert Date]

Welcome to **Zesty Zaps Food and Fruit Products**. These Terms & Conditions govern your use of our website and the purchase of products from us. By accessing our website or placing an order, you agree to be bound by these Terms & Conditions.

1. About Our Business

Zesty Zaps Food and Fruit Products is engaged in the sale of food and related products, including:

- Dehydrated fruits
- Dehydrated vegetables
- Dehydrated flowers
- Herbs and herbal products
- Nuts and dry fruits
- Nuts & chocolate products
- Spice powders
- Other dried and processed food products

We make reasonable efforts to ensure that our products are properly processed, packed and labelled in accordance with applicable requirements.

2. Product Information

We make every reasonable effort to ensure that product descriptions, photographs, ingredients, nutritional information, weights, prices and other details displayed on our website are accurate.

However, there may be minor variations in:

- Colour
- Size
- Shape
- Texture
- Appearance
- Natural taste and aroma

Such variations may occur because many of our products are natural, agricultural or dehydrated products.

Product photographs are for representation purposes and the actual product may have minor visual differences.

3. Product Quality and Food Safety

All products should be stored according to the storage instructions mentioned on the product packaging.

Customers are responsible for following the recommended storage instructions after receiving the product.

Please check the product label for information regarding ingredients, allergens, nutritional information, storage instructions, batch details and applicable dates before consuming the product.

4. Orders

An order placed through our website is considered a request to purchase the selected products.

Once an order is successfully placed, we will process it subject to product availability and successful payment confirmation.

We reserve the right to cancel an order in exceptional circumstances, including:

- Product being unavailable
- Incorrect product or pricing information
- Payment-related issues
- Suspected fraudulent or unauthorized transactions
- Delivery restrictions
- Circumstances beyond our reasonable control

If we cancel an order for which payment has already been received, the applicable refund will be processed through the original payment method or another appropriate method.

5. Prices and Payments

All prices displayed on the website are subject to change without prior notice.

Applicable taxes, shipping charges or other charges, where applicable, will be displayed during the checkout process.

Customers are responsible for providing accurate billing and delivery information.

6. Shipping and Delivery

We will make reasonable efforts to dispatch orders within the estimated processing time displayed on the website.

Delivery timelines may vary depending on:

- Delivery location
- Courier availability
- Weather conditions
- Holidays
- Transportation delays
- Government restrictions
- Other circumstances beyond our reasonable control

A delivery estimate is not a guaranteed delivery date.

Once the order has been handed over to the courier/logistics provider, delivery may be subject to the courier's terms and operational conditions.

7. Return, Refund and Cancellation Policy

Food Products Are Generally Non-Returnable and Non-Refundable

Because our products are food items and many are processed, dehydrated, packed and intended for consumption, **orders are generally non-returnable and non-refundable once dispatched or delivered.**

We do not accept returns or refunds for reasons such as:

- Change of mind
- Incorrect product selection by the customer
- Personal taste or preference
- Product colour or appearance differing slightly from photographs
- Natural variation in size, shape or texture
- Failure to follow storage instructions
- Customer entering an incorrect delivery address

Exceptions

If you receive a product that is:

- Incorrectly delivered;
- Damaged during transportation;
- Missing from your order; or
- Has another material issue attributable to us,

please contact us as soon as possible after delivery with your **order number, photographs/videos of the package and product, and a description of the issue.**

We will review the matter and, where appropriate, may offer a replacement, refund or other suitable resolution, subject to applicable law and our verification of the issue.

Nothing in these Terms & Conditions is intended to exclude or restrict any consumer rights that cannot legally be excluded under applicable law. The Consumer Protection framework in India provides consumer remedies, including in relation to unfair trade practices and post-sale disputes.

8. Order Cancellation

Customers may request cancellation of an order before it has been processed or dispatched.

Once an order has been processed, packed or dispatched, cancellation may not be possible.

If an eligible cancellation is approved, any applicable refund will be processed according to our refund procedure.

9. Damaged Package at Delivery

Customers are advised to inspect the outer package when receiving their order.

If the package appears seriously damaged, opened or tampered with, please photograph or record the condition of the package before opening it and contact us promptly.

10. Customer Responsibilities

Customers agree to:

- Provide correct name, address, phone number and email address.
- Ensure someone is available to receive the shipment where necessary.
- Store products according to the instructions provided.
- Check product information and labels before consumption.
- Use products only for their intended purposes.
- Not misuse our website or services.

11. Allergies and Dietary Requirements

Customers are responsible for checking the ingredients and allergen information provided with each product before consumption.

If you have a known food allergy, intolerance or specific dietary requirement, please carefully review the product information or contact us before placing an order.

12. Intellectual Property

All content appearing on the Zesty Zaps website, including but not limited to:

- Logos
- Brand names
- Product photographs
- Product descriptions
- Graphics
- Designs
- Text
- Videos
- Website layout

is owned by or licensed to **Zesty Zaps Food and Fruit Products**, unless otherwise stated.

No website content may be copied, reproduced, modified, distributed or commercially used without prior written permission.

13. Website Use

You agree not to use our website for any unlawful or unauthorized purpose.

You must not attempt to:

- Gain unauthorized access to our website or systems;
- Introduce malicious software;
- Interfere with website functionality;
- Copy website content for commercial purposes;
- Submit false or misleading information; or
- Use our website in a way that may harm our business or customers.

14. Product Availability

Although we make reasonable efforts to maintain accurate stock information, products may occasionally become unavailable.

If a product becomes unavailable after an order has been placed, we may contact you regarding an alternative product, revised order or applicable refund.

15. Limitation of Liability

To the extent permitted by applicable law, Zesty Zaps Food and Fruit Products shall not be liable for indirect or consequential losses arising from circumstances beyond our reasonable control.

This does not exclude or limit liability where such exclusion or limitation is prohibited by applicable law.

16. Force Majeure

We shall not be responsible for delays or failure to perform our obligations caused by circumstances beyond our reasonable control, including natural disasters, floods, fire, strikes, transportation disruptions, government restrictions, pandemics, technical failures or other unforeseen events.

17. Privacy

Any personal information collected through our website will be handled in accordance with our **Privacy Policy**.

Customers are encouraged to read our Privacy Policy before using the website or placing an order.

18. Changes to These Terms

We reserve the right to update or modify these Terms & Conditions from time to time.

Any updated version will be published on this page with the revised “**Last Updated**” date.

Customers are advised to review this page periodically.

19. Governing Law and Jurisdiction

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

Any dispute shall be subject to the jurisdiction of the courts and legally applicable consumer dispute-resolution authorities having jurisdiction over the matter.

20. Contact Us

For questions regarding these Terms & Conditions, orders, products or complaints, please contact:

Zesty Zaps Food and Fruit Products
Bina Apartment, Shop No 3, Bidhanpally,
Madhyamgram, Kolkata – 700129
West Bengal, India

Email: info@zestyzaps.com

Website: www.zestyzaps.com