

## TERMS OF CANCELLATION, RETURN & REFUND

### **2.2. POST-GRACE PERIOD CANCELLATION:**

ONCE THE 60-SECOND WINDOW EXPIRES, OR THE ORDER STATUS CHANGES TO "PACKING" OR "DISPATCHED," NO CANCELLATION REQUESTS WILL BE ENTERTAINED. AT THIS STAGE, INVENTORY IS ALLOCATED, AND THE DELIVERY PARTNER IS ASSIGNED, INCURRING OPERATIONAL COSTS.

### **2.3. FAILURE TO ACCEPT DELIVERY:**

IF THE DELIVERY PARTNER REACHES THE DESIGNATED LOCATION AND THE CUSTOMER IS UNREACHABLE (VIA CALL/DOORBELL) OR PROVIDES AN INCORRECT/INCOMPLETE ADDRESS:

- **PREPAID ORDERS:** NO REFUND WILL BE ISSUED DUE TO THE PERISHABLE NATURE OF ITEMS AND LOGISTICS COSTS.
- **COD ORDERS:** THE CUSTOMER'S "TRUST SCORE" WILL BE PENALIZED, AND FUTURE CASH ON DELIVERY PRIVILEGES MAY BE REVOKED.

### **2.4. COMPANY-INITIATED CANCELLATIONS:**

QUICKCRAVE RESERVES THE RIGHT TO CANCEL ORDERS DUE TO:

- UNAVAILABILITY OF STOCK AT THE NEAREST DARKSTORE.
- EXTREME WEATHER CONDITIONS OR GOVERNMENT-IMPOSED RESTRICTIONS.
- PRICING ERRORS CAUSED BY TECHNICAL GLITCHES.

IN SUCH CASES, A 100% REFUND WILL BE PROCESSED TO THE ORIGINAL PAYMENT SOURCE.

# JJKDUU INDIA PVT.LTD.

CIN .: U47219BR2025PTC074778

GSTIN .: 10AAGCJ8178D1ZP

## TERMS OF CANCELLATION, RETURN & REFUND

### SECTION 1: INTRODUCTION & SCOPE

- 1.1.** THIS CANCELLATION, RETURN, AND REFUND POLICY ("POLICY") GOVERNS THE RELATIONSHIP BETWEEN **JJKDUU INDIA PRIVATE LIMITED** (HEREINAFTER REFERRED TO AS THE "COMPANY", "QUICKCRAVE", "WE", "US", OR "OUR") AND THE USERS (HEREINAFTER REFERRED TO AS "YOU", "YOUR", OR "CUSTOMER") OF THE **QUICKCRAVE** MOBILE APPLICATION AND WEBSITE.
- 1.2.** **QUICKCRAVE** OPERATES AS A HYPER-LOCAL QUICK-COMMERCE PLATFORM DELIVERING GROCERIES, FMCG, ELECTRONICS, AND DAILY ESSENTIALS ACROSS VARIOUS TERRITORIES IN INDIA.
- 1.3.** BY PLACING AN ORDER ON OUR PLATFORM, YOU EXPRESSLY AGREE TO THE TERMS MENTIONED IN THIS POLICY. THIS DOCUMENT IS COMPLIANT WITH THE CONSUMER PROTECTION (E-COMMERCE) RULES, 2020 OF INDIA.

### SECTION 2: CANCELLATION POLICY

DUE TO OUR ULTRA-FAST DELIVERY MODEL (10-15 MINUTE WINDOW), OUR OPERATIONAL PROCESSES ARE HIGHLY AUTOMATED. THEREFORE, CANCELLATION WINDOWS ARE STRICTLY LIMITED TO PREVENT LOGISTICS WASTAGE.

#### **2.1. THE 60-SECOND GRACE PERIOD:**

CUSTOMERS MAY CANCEL AN ORDER FREE OF CHARGE WITHIN 60 SECONDS OF PLACING IT.



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### **SECTION 3: RETURN & REPLACEMENT POLICY** **(CATEGORY-WISE)**

TO MAINTAIN HYGIENE AND PRODUCT INTEGRITY, RETURNS ARE CATEGORIZED BASED ON PRODUCT TYPES.

#### **3.1. PERISHABLE GOODS (FRUITS, VEGETABLES, DAIRY, BAKERY, POULTRY):**

- **RETURN WINDOW:** AT THE DOORSTEP ONLY.
- **RULE:** CUSTOMERS MUST INSPECT THESE ITEMS AT THE TIME OF DELIVERY. ONCE THE DELIVERY PARTNER LEAVES THE PREMISES, NO RETURNS OR REFUNDS WILL BE ACCEPTED FOR THIS CATEGORY UNDER ANY CIRCUMSTANCES

#### **3.2. GROCERY & FMCG (PACKAGED FOODS, OILS, SPICES):**

- **RETURN WINDOW:** WITHIN 24 HOURS OF DELIVERY.
- **ELIGIBILITY:** RETURNS ARE ACCEPTED ONLY IF THE PRODUCT IS EXPIRED, THE PACKAGING IS PHYSICALLY DAMAGED (LEAKING/TORN), OR THE WRONG ITEM WAS DELIVERED. THE PRODUCT MUST REMAIN UNOPENED AND UNUSED.

#### **3.3. PERSONAL CARE & HYGIENE (STRICTLY NON-RETURNABLE):**

FOR SAFETY AND HEALTH REASONS, THE FOLLOWING ITEMS CANNOT BE RETURNED ONCE DELIVERED:

- SANITARY PADS, DIAPERS, BABY WIPES, SOAPS, SHAMPOOS, ORAL CARE, DEODORANTS, COSMETICS, AND GROOMING PRODUCTS.



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### **3.4. HOUSEHOLD ESSENTIALS (CLEANING SUPPLIES):**

- ITEMS LIKE FLOOR CLEANERS (LIZOL), TOILET
- ITEMS LIKE FLOOR CLEANERS (LIZOL), TOILET CLEANERS (HARPIC), AND DETERGENTS ARE ELIGIBLE FOR REPLACEMENT ONLY IF THEY ARE FOUND **LEAKING OR DAMAGED** AT THE TIME OF DELIVERY.

### **3.5. ELECTRONICS & MOBILE ACCESSORIES:**

- **RETURN WINDOW:** 48 HOURS.
- **RULE:** REPLACEMENTS ARE PROVIDED FOR "DEAD ON ARRIVAL" (DOA) OR MANUFACTURING DEFECTS. PHYSICAL DAMAGE MUST BE REPORTED IMMEDIATELY UPON DELIVERY. AN **UNBOXING VIDEO** IS MANDATORY FOR CLAIMING DAMAGES IN THIS CATEGORY.

## **SECTION 4: REFUND POLICY & DISBURSEMENTS**

### **4.1. REFUND METHOD FOR PREPAID ORDERS:**

REFUNDS FOR PAYMENTS MADE VIA UPI (PHONEPE, GPAY, ETC.), CREDIT/DEBIT CARDS, OR NET BANKING WILL BE CREDITED TO THE ORIGINAL PAYMENT SOURCE WITHIN 5-7 WORKING DAYS, SUBJECT TO BANK PROCESSING TIMES.

### **4.2. REFUND METHOD FOR CASH ON DELIVERY (COD):**

REFUNDS FOR COD ORDERS WILL BE CREDITED TO THE **QUICKCRAVE APP WALLET** AS "STORE CREDITS." THESE **QUICKCRAVE APP WALLET** AS "STORE CREDITS." THESE CREDITS CAN BE USED FOR FUTURE PURCHASES AND CANNOT BE WITHDRAWN AS CASH.



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### **4.3. DELIVERY CHARGES & CONVENIENCE FEES:**

DELIVERY CHARGES ARE NON-REFUNDABLE UNLESS THE RETURN IS DUE TO A COMPANY ERROR (E.G., WRONG ITEM SENT).

## **SECTION 5: ANTI-FRAUD & FAIR USAGE POLICY**

**5.1. QUICKCRAVE** MONITORS RETURN PATTERNS. IF A USER IS FOUND TO BE ABUSING THE RETURN POLICY (E.G., HIGH CANCELLATION RATES, RETURNING ITEMS AFTER USAGE), THE COMPANY RESERVES THE RIGHT TO SUSPEND THE USER ACCOUNT AND INITIATE LEGAL ACTION IF NECESSARY.

**5.2.** FOR HIGH-VALUE ORDERS, THE COMPANY RESERVES THE RIGHT TO REQUEST AN OTP (ONE-TIME PASSWORD) AT THE TIME OF DELIVERY TO CONFIRM SUCCESSFUL HANDOVER.

## **SECTION 6: GRIEVANCE REDRESSAL**

IN ACCORDANCE WITH THE INFORMATION TECHNOLOGY ACT 2000 AND THE CONSUMER PROTECTION RULES 2020, THE NAME AND CONTACT DETAILS OF THE GRIEVANCE OFFICER ARE PROVIDED BELOW:

- DESIGNATED OFFICER:
- EMAIL:
- REGISTERED OFFICE ADDRESS:
- ACKNOWLEDGMENT: WE ACKNOWLEDGE ALL COMPLAINTS WITHIN 48 HOURS AND AIM TO RESOLVE THEM WITHIN 1 MONTH.