JJKDUU INDIA PVT.LTD.

CIN .: U47219BR2025PTC074778
GSTIN .: 10AAGCJ8178D1ZP

TERMS AND CONDITIONS OF USE – QUICKCRAVE™

Welcome to **QuickCrave**. These Terms and Conditions constitute a legally binding agreement between you (the User/Customer) and **JJKDUU India Private Limited (the Company).** By downloading, installing, accessing, or using the **QuickCrave** application/website, you agree to comply with these terms.

SECTION 1: THE CONTRACT & SERVICE SCOPE

1.1. Agreement: This document outlines the rules and guidelines for using the **QuickCrave** platform.

1.2. Services Provided: **QuickCrave™** provides hyper-local delivery servicesfor groceries, FMCG goods, and essentials through localized Darkstores/fulfillment centers.

1.3. Geographic Limitation & Service Availability:

- The Company is a registered entity in Madhepura, but operations are conducted across various active regions in India.
- Service availability is subject to the user's GPS location falling within our active delivery radius in the respective operational city.

SECTION 2: USER ACCOUNT & SECURITY:

2.1. Registration: Users must register using a valid mobile number and a One-Time Password (OTP) process.

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2.2. User Responsibility:

You are responsible for providing an accurate delivery address to ensure timely service. **QuickCrave** is not liable for delays or non-delivery resulting from inaccurate information provided by the user.

2.3. Account Integrity:

JJKDUU India Pvt Ltd reserves the right to block users found misusing the platform, creating fake accounts, or engaging in fraudulent activities.

SECTION 3: SHIPPING & DELIVERY POLICY (The "Quick Delivery" Disclaimer)

We aim for "**Quick Delivery**" from our localized Darkstores.

3.1. Delivery Charges:

Any applicable delivery charges will be clearly displayed on the checkout page before payment is finalized.

3.2. The "15 - Minute" promise Disclaimer:

- The "15 -minute" promise is an estimated target time under ideal operational conditions from the moment the order is "Dispatched" from our fulfillment center.
- **JJKDUU India Pvt Ltd** prioritizes the safety of our delivery partners and does not incentivize over-speeding or reckless behavior.

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The estimated delivery guarantee is not applicable during circumstances beyond our control (Force Majeure), including, but not limited to:

- Extreme weather conditions (heavy rain, floods).
- Traffic congestion, road blockages, or local restrictions/rallies.
- Technical glitches in GPS/network providers.
- Peak festival hours or high-demand surges.

3.4. Late Delivery & Refunds:

No refunds are provided solely based on a delay beyond the 10-minute estimate, unless the delay exceeds 45 minutes without prior notification via the app.

SECTION 4: CANCELLATION, RETURN & REFUND POLICY

This section is mandatory for compliance with payment gateways (like PhonePe) and consumer protection laws.

4.1. Order Cancellation:

- Orders can be cancelled by the user through the app only until the status is "Order Accepted."
- Once the order is "Dispatched" from our Darkstore, no cancellation is allowed.

4.2. Returns Policy:

Returns are accepted at the time of delivery only if the items meet specific criteria:

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- Items are physically damaged or expired.
- Incorrect items were delivered compared to the order placed.
- **Note:** We strongly recommend customers check perishable and hygiene items immediately at the doorstep. Once accepted from the delivery partner, returns may not be possible due to hygiene standards.

4.3. Refund Policy & Timelines:

- **Pre-Paid Orders:**
  If a prepaid order is cancelled within the grace period or a return is accepted, the refund will be initiated via the Payment Gateway (e.g., PhonePe) to the original source of payment within 5-7 working days.
- **Payment Failures:**
  In case of a payment failure where the amount is debited but the order is not placed, the refund is subject to the bank reconciliation cycle (usually 3-5 days).
- **CoD Orders:** Refunds for CoD will typically be issued as **QuickCrave** App Wallet Credits.

SECTION 5: PAYMENTS & GATEWAY INTEGRATION

5.1. Payment Security:

All transactions on **QuickCrave** are processed through secure third-party payment gateways, including PhonePe.

5.2. Data Security:

JJKDUU India Pvt Ltd does not store your UPI PIN, Card details, or any sensitive financial information.

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SECTION 6: INTELLECTUAL PROPERTY & GOVERNING LAW

6.1. Trademarks:

The brand name "**QuickCrave** ™ " and the associated logo are the intellectual property of **JJKDUU India Private Limited.** Unauthorized use is strictly prohibited under the Trade Marks Act, 1999.

6.2. Governing Law & Jurisdiction:

These terms are governed by the laws of India. Any disputes shall be subject to the exclusive jurisdiction of the courts in **Madhepura** , **Bihar** (as stated in your document, this remains your legal jurisdiction).