

# Return and Refund Policy

Products purchased from our site can be returned for a refund at any A Mart store (Asmita Supermarket Pvt. Ltd., Naya Nagar) within 7 days from the date of the invoice provided:

- The product has not been used and has not been altered in any manner
- The product is intact and in saleable condition, and
- The product is accompanied by the original invoice of purchase.

The following types of products - once accepted by customers cannot be returned:

- Refrigerated items such as Butter, Cheese, Dahi, etc.
- Seasonal and Festive items such as Decoration lights, Gift Packs, etc.
- Items purchased in Bulk quantities
- Fresh food and non-food items such as vegetables, fruits, and flowers

Please Note:

- Products can only be returned for a refund. We don't provide an exchange of products.
- Products purchased online from our web site or mobile app can be returned only at our A Mart Naya Nagar store.
- Products purchased at our offline A Mart stores cannot be returned.

In the event of any quality related complaint about a product, the customer should contact the A Mart consumer care email id or the consumer care cell of the manufacturer/ marketer of the product. Details of the consumer care cell of the Manufacturer or Marketer will be on the packaging of the product.

ASMITA SUPERMARKETS PVT. LTD. will refund customers through the same payment mode that was used to purchase the product online. Refunds for products that were purchased online using credit cards/Debit Cards/Internet Banking will be credited back to the respective account. Similarly, refunds for products purchased through Cash (Cash on Delivery) will be made in cash.

ASMITA SUPERMARKETS PVT. LTD. shall not be held liable either directly or indirectly for the quality of any Product. Products covered under Manufacturer's warranty / guarantee cannot be returned to ASMITA SUPERMARKETS PVT. LTD., as the same is covered by the after-sale service offered by the manufacturer of the Product. ASMITA SUPERMARKETS PVT. LTD. will not be directly or indirectly liable for goods covered under the manufacturer's warranty/guarantee.

In the event of any disputes in this regard, the same shall be referred to courts of competent jurisdiction at Mumbai.

ASMITA SUPERMARKETS PVT. LTD. reserves the right to alter or modify any of the terms and conditions of this Policy without assigning any reason or providing intimation whatsoever. ASMITA SUPERMARKETS PVT. LTD.'s decision on the above would be final and the customer shall abide by the same unconditionally.

## Consent

By accessing this website, you consent to the terms and conditions of the Policy.