

Terms & Conditions

Last updated on 06-01-2024 17:32:23

These Terms and Conditions, along with privacy policy or other terms (“Terms”) constitute a binding agreement by and between JITM C GENES PRIVATE LIMITED, (“Website Owner” or “we” or “us” or “our”) and you (“you” or “your”) and relate to your use of our website, goods (as applicable) or services (as applicable) (collectively, “Services”).

By using our website and availing the Services, you agree that you have read and accepted these Terms (including the Privacy Policy). We reserve the right to modify these Terms at any time and without assigning any reason. It is your responsibility to periodically review these Terms to stay informed of updates.

The use of this website or availing of our Services is subject to the following terms of use:

- To access and use the Services, you agree to provide true, accurate and complete information to us during and after registration, and you shall be responsible for all acts done through the use of your registered account.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials offered on this website or through the Services, for any specific purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of our Services and the website is solely at your own risk and discretion.. You are required to independently assess and ensure that the Services meet your requirements.
- The contents of the Website and the Services are proprietary to Us and you will not have any authority to claim any intellectual property rights, title, or interest in its contents.
- You acknowledge that unauthorized use of the Website or the Services may lead to action against you as per these Terms or applicable laws.
- You agree to pay us the charges associated with availing the Services.
- You agree not to use the website and/ or Services for any purpose that is unlawful, illegal or forbidden by these Terms, or Indian or local laws that might apply to you.
- You agree and acknowledge that website and the Services may contain links to other third party websites. On accessing these links, you will be governed by the terms of use, privacy policy and such other policies of such third party websites.
- You understand that upon initiating a transaction for availing the Services you are entering into a legally binding and enforceable contract with the us for the Services.
- You shall be entitled to claim a refund of the payment made by you in case we are not able to provide the Service. The timelines for such return and refund will be according to the specific Service you have availed or within the time period provided in our policies (as applicable). In case you do not raise a refund claim within the stipulated time, than this would make you ineligible for a refund.
- Notwithstanding anything contained in these Terms, the parties shall not be liable for any failure to perform an obligation under these Terms if performance is prevented or delayed by a force majeure event.
- These Terms and any dispute or claim relating to it, or its enforceability, shall be governed by and construed in accordance with the laws of India.
- All disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts in GAUTAM BUDDHA NAGAR, Uttar Pradesh
- All concerns or communications relating to these Terms must be communicated to us using the contact information provided on this website.

Cancellation & Refund Policy

Last updated on 06-01-2024 17:42:34

JITM C GENES PRIVATE LIMITED believes in helping its customers as far as possible, and has therefore a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made immediately after placing the order. However, the cancellation request may not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.
- JITM C GENES PRIVATE LIMITED does not accept cancellation requests for perishable items like flowers, eatables etc. However, refund/replacement can be made if the customer establishes that the quality of product delivered is not good.
- In case of receipt of damaged or defective items please report the same to our Customer Service team. The request will, however, be entertained once the merchant has checked and determined the same at his own end. This should be reported within Only same day days of receipt of the products. In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice of our customer service within Only same day days of receiving the product. The Customer Service Team after looking into your complaint will take an appropriate decision.
- In case of complaints regarding products that come with a warranty from manufacturers, please refer the issue to them. In case of any Refunds approved by the JITM C GENES PRIVATE LIMITED, it'll take 16-30 Days days for the refund to be processed to the end customer.

Shipping & Delivery Policy

Last updated on 06-01-2024 17:43:19

For International buyers, orders are shipped and delivered through registered international courier companies and/or International speed post only. For domestic buyers, orders are shipped through registered domestic courier companies and /or speed post only. Orders are shipped within 8+ Days days or as per the delivery date agreed at the time of order confirmation and delivering of the shipment subject to Courier Company / post office norms.

JITM C GENES PRIVATE LIMITED is not liable for any delay in delivery by the courier company / postal authorities and only guarantees to hand over the consignment to the courier company or postal authorities within 8+ Days days from the date of the order and payment or as per the delivery date agreed at the time of order confirmation. Delivery of all orders will be to the address provided by the buyer. Delivery of our services will be confirmed on your mail ID as specified during registration. For any issues in utilizing our services you may contact our helpdesk on 8810250383 or info@jitmcgenes.com.