

Terms, Conditions & Policies

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1. Privacy & Data Protection Policy

1.1 Our Commitment

Company is vigilant about safeguarding your privacy. Every customer and stakeholder in our ecosystem is entitled to maintain their privacy while transacting with, or otherwise using, our products and services. To ensure this, we follow the principles set out below.

1.2 How We Protect Your Information

- We maintain systems and processes designed to keep your personal information strictly private.
- All information collected from users is stored in electronic form on our servers and/or cloud systems and is accessible only to authorized employees of the Company.
- We do not share or otherwise make available your personal information — including your name, address, credit/debit card numbers, or transaction history with us — without your express permission.
- While we use cookie technology to help you navigate our online platforms seamlessly, we do not use this technology to store personal information.

Please note that our website may contain links to third-party websites whose privacy practices may differ from ours. We are not responsible for the content or privacy practices of such websites.

1.3 Security Measures

The Company has implemented security policies, rules and technical measures as required under applicable law — including firewalls, transport-layer security, and other physical and electronic safeguards — to protect the financial and personal information under its control from unauthorized access, improper use or disclosure, unauthorized modification, and unlawful destruction or accidental loss.

It is expressly stated that the Company shall not be responsible for any breach of security, for the acts of any third parties who receive a user's personal data, or for events beyond the Company's reasonable control — including acts of government, computer hacking, unauthorized access to computer data and storage devices, computer crashes, breach of security and encryption, and similar events.

1.6 What This Policy Ensures

This Privacy Policy is intended to ensure that you:

- Can shop at our Stores, open links and download files with complete peace of mind;
- feel secure when sharing personal information with us; and
- Understand and consent to sharing certain essential data so that we can serve you better, while your privacy is maintained.

1.7 Deemed Consent

By accessing our Stores, you consent to the terms of this Policy. We may collect additional information in connection with your participation in any promotion, contest, event or promotional campaign you take part in as a customer or member. This may include your feedback, suggestions and complaints.

1.9 How We Use Your Personal Information

We use your personal information to:

- improve your experience by offering personalized features;
- contact you — through SMS, RCS, WhatsApp (WABA) and our Customer Care team — regarding your profile, transactions and matters of mutual interest;
- respond to your queries and suggestions; and
- Store historical data as mandated by applicable laws and regulations.

1.11 Updates & Amendments

Your visit to store, and any dispute over privacy, is subject to this Privacy Policy and the Terms of Use. The Company may update or amend this Privacy Policy at any time, with or without prior notice. The Company is not required to notify users of changes; it is the user's responsibility to review this Policy from time to time.

2. Return & Exchange Policy

Newly drafted section — for legal review.

2.1 Overview

We want you to be completely satisfied with your purchase. If a product does not meet your expectations, you may return or exchange it in accordance with the terms below.

2.2 Eligibility Window

- Items may be returned or exchanged within [15] days of the date of purchase (in-store) or the date of delivery (online), subject to the conditions below.

2.3 Conditions for Return / Exchange

- The product must be unused, unwashed and undamaged, with all original tags, labels and packaging intact.
- A valid proof of purchase (original invoice/bill or order confirmation) must be presented.
- The product must not fall within the non-returnable categories listed below.

2.4 Non-Returnable / Non-Exchangeable Items

For reasons of hygiene, safety or pricing, the following are not eligible for return or exchange unless found defective at the time of delivery:

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- innerwear, lingerie and socks;
 - cosmetics and personal-care products;
 - FMCG products;
 - gift cards and gift vouchers;
 - items purchased under clearance, EOSS or final-sale promotions; and
 - Altered or customized products.

2.5 Refunds

- For in-store purchases, exchanges and store credit are offered; cash refunds are provided only where required by law or at the Company's discretion.
- For online purchases, approved refunds are processed to the original payment method within [7–10] business days of the returned item being received and inspected.
- Where a product was purchased using a promotional discount, the refund is limited to the actual amount paid by the customer after discount, prorated across items where applicable.
- Shipping or delivery charges are non-refundable unless the return is due to a defective or incorrect item.

2.6 Defective or Incorrect Products

If you receive a defective, damaged or incorrect product, please contact us within [48 hours] of delivery. Upon verification, we will arrange a replacement, exchange or full refund at no additional cost.

2.7 General

The Company reserves the right to refuse any return or exchange that does not meet the conditions of this Policy, and to amend this Policy at any time without prior notice.

3. Gift Card & Gift Voucher Terms

- A gift voucher / gift card is not a credit, debit or ATM card.
- It is redeemable only against the predefined minimum shopping value specified on the voucher.
- It can be redeemed only at stores [and/or on the Company's online platform, where applicable].
- It must be redeemed in full; partial redemption is not permitted.
- It cannot be exchanged for cash or cheque.
- It is valid until the validity date specified on the voucher / from the date of issue [insert validity].
- It will not be replaced or refunded if lost or stolen.
- The holder of the voucher is deemed to be the beneficiary.

- The voucher remains company property and must be returned upon request.
- Any dispute shall be referred to the Company, whose decision shall be final.
- For assistance, please call 9027057057.

4. Promotions & Coupons — General Terms

The following general terms apply to all promotional offers, coupons and vouchers unless a specific campaign states otherwise.

1. The promotion is valid from start to end date basis campaign duration. The Company reserves the right to alter or extend these dates without prior notice.
2. The offer is valid only at participating stores in / across all/ Limited physical stores only, as specified for the campaign.
3. The coupon or voucher is redeemable as per coupon tnc.
4. The coupon/voucher is valid for a single transaction only; partial redemption is not allowed.
5. The offer is non-transferable, non-negotiable, and cannot be exchanged for cash, cheque or store credit, in part or full.
6. For physical vouchers, only original, undamaged and untampered coupons will be accepted. Mutilated or defaced vouchers may be rejected at the store manager's discretion.
7. The offer cannot be combined, clubbed or stacked with any other ongoing promotion, discount or scheme benefit.
8. The discount does not apply to gift cards, FMCG products, cosmetics, innerwear, or already-discounted merchandise (EOSS / clearance items).
9. In case of a return or exchange of products purchased using this offer, the discount applied will be prorated across the items; the customer will be refunded only the actual out-of-pocket amount paid for the returned item.
10. If a transaction is cancelled or goods are returned, the promotional voucher or coupon used will not be re-issued or refunded.
11. Company reserves the right to withdraw, modify, cancel or change the terms of this offer at any time without assigning any reason or providing prior notice.
12. The Company is not responsible if a physical voucher or digital coupon code is lost, stolen, destroyed or used without permission; no replacements will be provided.
13. Offers are valid only while stocks last. The Company does not guarantee the availability of specific sizes, colours or merchandise during the promotional period.
14. In case of any dispute regarding the offer, the decision of Company management shall be final and binding on the customer.
15. All disputes arising out of or in connection with this promotion shall be subject to the exclusive jurisdiction of the courts at New Delhi.

5. Buy 2 Get 1 (B2G1) example of a Bundled Offers

Newly drafted section — for legal review.

5.1 Offer Mechanic

Under a “Buy 2 Get 1” (B2G1) offer, on the purchase of the qualifying number of eligible items in a single transaction, the lowest-priced eligible item is provided free of charge. The specific mechanic, qualifying products and free-item rule applicable to a given campaign will be communicated at the point of sale and in the campaign communication.

5.2 Conditions

- The offer applies only to eligible product categories and is valid only during the campaign period communicated by Company
- The free item will always be the lowest-priced eligible item in the qualifying set.
- The offer applies to complete qualifying sets only; the benefit cannot be partially applied or carried forward to a future transaction.
- The offer cannot be combined with any other promotion, coupon, discount or scheme unless expressly stated.
- The offer is valid while stocks last and is subject to the availability of sizes, colours and merchandise.

5.3 Returns under a B2G1 Offer

If any item from a qualifying B2G1 set is returned or exchanged, the benefit will be recalculated. The customer will be refunded only the actual amount paid. If, after the return, the qualifying condition (purchase of the full set) is no longer satisfied, the value of the free item will be adjusted against the refund or the free item must be returned.

5.4 General

All general promotion terms in Section 4 apply to B2G1 and bundled offers. Company reserves the right to modify, suspend or withdraw the offer at any time without prior notice.

6. Coupon Policy

6.1 Issuance

- Coupons are issued exclusively at the point of in-store purchase, at brand events, or through an authorized brand representative.
- Physical coupons display the coupon value, minimum purchase threshold and validity period on their face.
- Digital coupons delivered via SMS or WhatsApp carry the coupon value, minimum purchase threshold and validity period.

- The number of coupons issued per customer varies by campaign; please review the offer terms before participating.
- Coupons are linked to the customer's registered mobile number.

6.2 In-Store Redemption

- Coupons are valid only within the validity window shown on them; expired coupons will be declined.
- Only one coupon may be used per transaction.
- Coupons cannot be combined with any other active offer, promotion or coupon.
- Coupons are not valid on partner-brand purchases for example [Snapup], or [Kirana] product categories, and are valid on Home-Mart product categories. (Confirm category names per campaign.)
- Coupons hold no cash value and cannot be exchanged, transferred or refunded.
- If the qualifying purchase is returned or cancelled, the associated coupon is immediately void and deactivated.

6.3 Eligibility & Restrictions

- The Company may cancel, suspend or modify the campaign, coupon value, redemption conditions or validity period at any time without prior notice.
- The Company may disqualify any participant found engaging in fraud, misrepresentation or abuse of the offer.
- All disputes are subject to the Company's sole discretion; the Company's decision is final and binding.
- This offer is non-negotiable, non-transferable, and valid solely at participating stores and platforms during the active campaign period.

7. In-Store Activities & Engagement Policy

7.1 Scope

This Policy governs customer participation in in-store activities, activations and engagement mechanics conducted at stores — including but not limited to spin-the-wheel, scratch-and-win, lucky draws, on-floor games and festive activations.

7.2 Participation

- In-store activities are open to customers present at the participating store during the activity period, subject to any eligibility criteria communicated for the specific activity.
- Participation may require a minimum qualifying purchase, as specified for the activity.
- Participation is voluntary and constitutes acceptance of these terms and any activity-specific rules displayed in store.

7.3 Rewards

- Rewards, gifts or discounts won through in-store activities are subject to availability and to the rules of the specific activity.
- Rewards are non-transferable and cannot be exchanged for cash unless expressly stated.
- The Company may substitute any reward with one of equivalent value at its discretion.
- Rewards must be claimed within the time and manner specified for the activity; unclaimed rewards may be forfeited.

7.4 Conduct & Safety

- Participants must follow the instructions of store staff and conduct themselves safely and respectfully.
- The Company reserves the right to refuse or disqualify participation in case of misconduct, fraud or attempted manipulation.
- Children must be accompanied and supervised by a parent or guardian at all times.

7.5 Liability

The Company shall not be liable for any loss, injury or damage arising from participation in an in-store activity, except to the extent required by applicable law. The Company reserves the right to modify, suspend or cancel any in-store activity at any time without prior notice.

8. Digital Contests & Social Media Promotions

8.1 Organizer & Duration

This campaign/contest ("Contest") is organized by Company – Digital. The Contest will run for the specific period communicated for the campaign. Entries submitted outside the Contest period will not be considered.

8.2 Eligibility

The Contest is open to Indian citizens residing in India who:

- are 18 years of age or above at the time of participation;
- are legally eligible to enter into a contract under applicable Indian laws; and
- Hold a valid government-issued photo ID (PAN, Aadhaar, Passport, Driving License or Voter ID).

The Contest is valid across India unless otherwise specified. Employees, affiliates, agencies and immediate family members of the Organizer may be excluded from participation at the Organizer's sole discretion.

8.3 How to Participate

To enter, participants must:

- have a public social media profile/account;
- follow the official brand page/account;
- create and publish content aligned with the Contest theme;
- use the official Contest hashtag(s) communicated by the Brand; and
- Tag the official brand handle in the entry post.

Only entries complying with all requirements will be considered valid. The Organizer reserves the right to disqualify incomplete, inappropriate, misleading or fraudulent entries.

8.4 Winner Selection

Winners may be selected based on one or more of: engagement on the entry post (likes, comments, shares, reach); creativity and originality; relevance to the Contest theme; and overall content quality. The Organizer's decision on winner selection is final and binding. The Organizer may verify the authenticity of entries and disqualify any participant engaging in unfair practices, including fake engagement, plagiarism, impersonation or platform misuse.

8.5 Prizes

Prize details, categories and the number of winners will be communicated separately through official channels. All prizes are non-transferable, cannot be exchanged for cash or alternatives, are subject to availability, and may be substituted by the Organizer with an equivalent prize at its discretion. Any taxes, duties or liabilities applicable to a prize shall be borne by the winner unless otherwise stated.

8.6 Winner Announcement & Claim

Winners will be announced on the Brand's official social media handles or website on or around [Announcement Date]. Selected winners must respond within 48 hours (or the timeline communicated) of notification. Failure to respond within the specified time may result in disqualification and selection of an alternate winner. Winners may be required to submit identity/address proof and any additional documentation requested for verification.

8.7 Content Usage Rights

By participating, participants grant the Organizer a non-exclusive, royalty-free, worldwide, perpetual license to use, reproduce, publish, display, adapt, edit and distribute the submitted content for marketing, promotional, advertising, digital, social-media and communication purposes, without additional compensation or prior notice. Participants confirm that the content is original, does not infringe any third-party rights, and that all necessary permissions/consents have been obtained where applicable.

8.8 Code of Conduct

Participants must not upload or publish content that: is offensive, defamatory, obscene, hateful, discriminatory, unlawful or inappropriate; violates the intellectual-property rights of any third party; or contains misleading, false or harmful information. The Organizer may remove or disqualify such entries without prior notice.

8.9 General Conditions

Participation constitutes acceptance of these Terms & Conditions. The Organizer reserves the right to modify, extend, suspend or terminate the Contest at any time without prior notice; to amend these Terms at its discretion; and to disqualify any participant violating the rules or engaging in misconduct. All decisions of the Organizer shall be final and binding.

8.10 Limitation of Liability

The Organizer shall not be responsible for technical failures, server issues, delayed entries or network disruptions; lost, incomplete, misdirected or corrupted entries; or any injury, loss, damage or claim arising from participation or the acceptance/use of any prize. Participants participate at their own risk.

Exclusions, Returns & Cancellations**Q. Are there any items excluded from this offer?**

A. Yes. The discount does not apply to gift cards, FMCG products, cosmetics, innerwear, or already-discounted merchandise (such as EOSS or Clearance items).

Q. What happens to my discount if I return or exchange an item?

A. If you return or exchange products purchased using this offer, the discount applied will be prorated across the items. You will be refunded only the actual out-of-pocket amount paid for the returned item.

Q. Will I get my coupon back if I cancel my transaction or return the goods?

A. No. If a transaction is cancelled or goods are returned, the promotional voucher or coupon used will not be re-issued or refunded.

Q. What happens if I lose my physical voucher or digital code?

A. Company is not responsible if a physical voucher or digital coupon code is lost, stolen, destroyed or used without permission. No replacements will be provided.

Terms & Legal**Q. Can the terms of this offer change?**

A. Yes. Company reserves the right to withdraw, modify, cancel or change the terms of this offer at any time without assigning any reason or providing prior notice.

Q. How are disputes regarding this offer resolved?

A. In case of any dispute, the decision of Company management is final and binding. Any legal disputes arising out of this promotion are subject to the exclusive jurisdiction of the courts at New Delhi.

10. Governing Law, Disputes & Contact**10.1 Governing Law & Jurisdiction**

These Terms, Conditions and Policies are governed by and construed in accordance with the laws of India. All disputes arising out of or in connection with the Company's offers,

promotions, contests and policies are subject to the exclusive jurisdiction of the courts at New Delhi.

10.2 Final & Binding Decisions

In all matters relating to offers, promotions, contests and in-store activities, the decision of Company management shall be final and binding.

10.3 Contact Us

- Customer Helpline: **9027057057**
- Register Office Address: **610-611, Guru Ram Dass Nagar, Main Market, Opp. SBI Bank, Laxmi Nagar, New Delhi - 110092**
- Customer Care customercare@vmart.co.i

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