

# **Cancellation Policy for Initcart**

## **General Overview**

Initcart Private Limited (“we,” “our,” “us”) operates as a marketplace for sellers to list their products and for customers to purchase them. This cancellation policy outlines the procedures for canceling orders, conditions for refunds, and how Initcart complies with relevant Indian legal requirements. Both sellers and customers must adhere to this policy, which is in compliance with the Consumer Protection Act, 2019, the Consumer Protection (E-Commerce) Rules, 2020, and other applicable laws.

## **1. Cancellation by Customers**

### **Eligibility for Cancellation**

Customers can cancel orders under the following conditions:

**Before Shipment:** Orders can be canceled at any time before the seller dispatches the product for delivery via the “My Orders” section of the Initcart website or app.

**After Shipment:** Once the product has been shipped, cancellations are not allowed. However, customers can initiate a return request after delivery as per the return policy.

### **Process for Cancellation**

**Online Cancellation:** Customers must log into their Initcart account, navigate to “My Orders,” and select the order they wish to cancel. Once a cancellation is successful, an email or SMS confirmation will be sent to the customer.

**Timeframe:** Cancellations must be made within 12-24 hours from the time of order placement, provided the order has not yet been shipped.

**Post-shipment Cancellation:** For products already shipped, customers must wait for delivery and initiate a return following our return and refund policy.

### **Refunds for Cancellations**

**Pre-shipment:** If the cancellation occurs before shipment, the customer will receive a full refund. The refund will be credited to the original payment method within 5-7 business days.

**Post-shipment:** Customers must initiate a return after receiving the product. Refunds will be processed per the return policy, typically within 7-10 business days of receiving the returned product.

### **Additional Notes**

Prepaid Orders: In the case of prepaid orders, any refunds will be processed to the original payment method, such as a credit card, debit card, or digital wallet.

COD Orders: For COD (Cash on Delivery) orders, refunds will be processed via bank transfer or credited to the customer's Initcart wallet for future purchases.

## **2. Cancellation by Sellers**

Eligibility for Seller-Initiated Cancellations

Sellers may cancel orders under the following circumstances:

Stock Unavailability: If the item is out of stock or cannot be fulfilled.

Pricing Errors: If there is a significant pricing error that affects the ability to fulfill the order.

Policy Violation: If the order violates any of Initcart's or the seller's policies or legal regulations.

### **Process for Seller-Initiated Cancellations**

Order Review: Sellers must review orders upon receipt and cancel the order within 24 hours if necessary.

Customer Notification: Sellers must notify customers via email or SMS about the cancellation, providing the reason for the cancellation.

### **Refunds for Seller-Initiated Cancellations**

If the seller cancels the order, the customer will receive a full refund. Refunds will be processed within 5-7 business days and credited back to the original payment method.

### **GST Compliance**

Sellers are responsible for issuing credit notes for canceled orders under the Goods and Services Tax (GST) Act, 2017. Initcart provides sellers with tools to issue and manage these credit notes, ensuring proper GST adjustments in compliance with Indian tax laws.

## **3. Refund Process**

Timeframe: Refunds are processed within 5-7 business days after the cancellation or return request is approved.

**Refund Method:** Refunds will be credited to the original payment method. For COD orders, refunds will be issued via bank transfer or credited to the Initcart wallet.

**Digital Products:** Refunds for digital goods are only applicable in cases of technical issues, and requests must be made within 48 hours of purchase.

#### **4. Special Conditions for Digital Products and Services**

**Non-Returnable:** Digital goods such as e-books, software, and other downloadable media cannot be canceled or returned after purchase.

**Refunds:** Refunds for digital products will only be provided in cases of technical issues that are reported within 48 hours of purchase.

#### **5. Dispute Resolution**

In the event of a dispute regarding a cancellation, Initcart will follow the below process:

**Customer-Seller Mediation:** Initcart facilitates dispute resolution between customers and sellers. If unresolved, disputes can be escalated to the Grievance Officer.

**Legal Recourse:** If mediation is unsuccessful, customers may file a formal complaint under the Consumer Protection Act, 2019, with the Consumer Dispute Redressal Commissions (CDRC) or Consumer Forums.

#### **6. Compliance with Indian Laws**

This cancellation policy is governed by the following Indian laws:

**Consumer Protection Act, 2019:** Ensures transparency and fairness in cancellation and refund processes for customers.

**Consumer Protection (E-Commerce) Rules, 2020:** Mandates that e-commerce platforms provide a user-friendly, transparent system for order cancellations.

**Goods and Services Tax (GST) Act, 2017:** Ensures accurate GST adjustments for cancellations and refunds.

#### **Grievance Officer**

If you have any concerns or queries regarding cancellations or any other issues, please contact our Grievance Officer as per the Information Technology (Intermediary Guidelines) Rules, 2011:

Initcart Private Limited

Grievance Officer: Dhuvil Soni

Email: [initcart@gmail.com](mailto:initcart@gmail.com)

Phone: 83 48 83 48 83

Address: A-9, P & T Civil Engineering Society, Near Vastrapur Railway Crossing, Satellite, Ahmedabad 380015.

This version adds a bit more clarity on certain processes like COD refunds, digital products, and provides an additional focus on compliance and transparency with respect to Indian laws and e-commerce regulations.