

USER RESPONSIBILITY AND REGISTRATION OBLIGATIONS

You must be of a minimum age of 18 years in order to use this website. By using this website, you are confirming that you are legally 18 (eighteen) years or above, to comply with the provisions of the Indian Contract Act 1872. If you are under 18 years you must have the consent of a parent or legal guardian.

You are solely responsible for maintaining the confidentiality of your User ID and Password. You are responsible for all activities under your User ID and Password. You agree, inter alia, to provide true, accurate, current and complete information about yourself as prompted by the inka.co.in website registration form or provided by you as a visitor or user of a third-party site through which you access inka.co.in.

No form of material can be posted on our website in the form of comments, suggestions, or complaints which is obscene, defamatory, threatening or illegal in any form. You cannot publish data on our website on behalf of third persons without their consent. Inka reserves the right to review, edit or delete any such statements/comments without prior notification including any fake and imposter accounts.

If you provide any information that is false, inaccurate, incomplete or not current or we have reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete or not in accordance with the User Agreement, Inka has the right to indefinitely suspend, terminate or block access of your membership with its website and refuse to provide you with access to the same. This website may contain links to other internet sites provided by third parties. The provision of any of these links does not represent an endorsement by Inka of those internet sites nor does Inka make any representations or warranties as to the accuracy, completeness, performance or timeliness of any aspect of information contained in those third-party internet sites.

To the maximum extent permitted by law, Inka does not make any guarantees or warranties that this website will be available in any place, free of faults or error, free from unauthorised interception or access or free from blockages, delays, network failure, congestion or interferences of faults of any kind.

SHIPPING AND DELIVERY

At inka.co.in it is our constant endeavour to ensure a seamless, hassle-free and enjoyable shopping experience. We therefore make sure that every product you order from us is in perfect condition and it reaches you within the time stipulated by us.

SHIPPING CHARGES

In the event that a product is not delivered on account of a mistake by the buyer (due to an incorrect address, name or contact number), any extra cost towards delivering the product again shall be borne by the customer placing the order.

Shipment/delivery time of processing the order starts from the day of receipt of the payment confirmed against the order placed with Inka. The delivery time is an approximate time

mentioned against each product. Please allow up to 7-10 business days for normal delivery from the day you receive the order confirmation.

NON-AVAILABILITY ON DELIVERY

Our delivery partners will attempt to deliver the package thrice before it is returned back to us. Please provide us with your complete and accurate address including zip code and mobile number in order to enable us to make a faster delivery as well as to avoid any kind of loss of the merchandise.

Delivery of orders will be address-specific and not person-specific. Inka will not be liable for any delays or non-delivery of purchased items due to natural calamities or any other causes that are beyond the control of Inka.

TRACKING THE PACKAGE

Orders that have been processed and shipped can be tracked using the tracking number provided by us in your inbox as soon as the order is shipped.

RETURNS AND EXCHANGES

We at Inka acknowledge return of products limited to direct sale between vendor and customer only. As a policy, we do not offer returns or exchanges on merchandise delivered in perfect condition as per the order placed.

A product is only eligible for return under the following circumstances:

- A wrong product has been delivered in error and doesn't match the item selected during the order confirmation.
- There is a quality or manufacturing defect on the received merchandise.
- The product received is damaged. Please do not accept any package if it has been tampered with or been damaged upon delivery.

Any product that has been hampered or damaged during transportation **MUST** be notified by email to our Customer Care team at customercare@inka.co.in within 48 hours of the product being delivered and returned to us within a strict time period of one week/7 (seven) business days. Inka will not be liable to accept the merchandise otherwise.

Points to keep in mind:

- Product(s) must be returned with the original packaging along with the price tags, labelling and invoice intact.
- Product(s) should be unused and in the original condition.
- No refunds will be given if the customer has provided the wrong or incomplete shipping address and there are 3 (three) failed delivery attempts by our shipping agency and/or the package is refused by the recipient.

COLOUR VARIATION

As our products are hand printed and the colours are hand-mixed, there may be slight variations which are characteristic of the craft and technique. These are not termed as manufacturing defects therefore slight colour variations are not considered as defects or rejects. Given the nature of our products, we reserve the sole discretion to provide the resolution to any situation as we deem fit.

CANCELLATION POLICY

At Inka, cancellation requests will only be accepted if they are made within the stipulated time period of 24 (twenty four) hours. After the customer has placed the order and only if the order has not been dispatched, the customer will be able to initiate an order cancellation. We do not accept any cancellation on orders after the product has been dispatched from our warehouse. The customer needs to raise a cancellation request to the Customer Care team at customercare@inka.co.in. (Monday-Saturday, 10am-6pm, except public holidays).

REFUND POLICY

At Inka, all refunds will be processed within 7-10 business days of receiving the merchandise back at our warehouse. The refunds will be made through the same mode of payment as in the order placement. All refunds (except cash payments) will be issued through the same transaction method used in the original purchase. For example, if you have used your credit card to make the purchase, the purchase amount will be issued to your credit card. All online refunds are processed within 7-10 business days. Any NEFT transaction takes about 5 days to be processed. Credit Cards refunds will show in the customer's next billing

TERMS OF USE

The entity inka.co.in is owned and operated by Inka Homecraft Pvt Ltd. By accessing, entering or using our website you agree to comply with the following website terms and conditions of use. This user agreement ("Terms and Conditions" or "T&C" or "Terms" or "Agreement") is between you ("you" or "End User" or "your" or "Buyer" or "Customer" or "Registered User") and Inka ("Company" or "us" or "we" or "inka.co.in"). This document is an electronic record in terms of Information Technology Act, 2000 and rules thereunder as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. This electronic record is generated by a computer system and does not require any physical or digital signatures. Notwithstanding anything contained or said in any other document, if there is a conflict between the terms mentioned herein below and any other document, the terms contained in the present T&C shall alone prevail for the purposes of usage of the website.

RIGHT TO CHANGE

Inka reserves the sole right to update or modify these Terms and Conditions at any time without prior notice. While Inka aims to make sure that the information on the website is correct, sometimes errors do occur for which we apologise. For this reason, we encourage you to review these Terms and Conditions every time you purchase products from us or use our website.

PRIVACY

Here at Inka, we value the protection of your privacy. We understand that you and your personal information is one of our most important assets. We store and process your information including any sensitive financial information collected (as defined under the Information Technology Act, 2000), if any, on computers that are protected by physical as well as reasonable technological security measures and procedures in accordance with Information Technology Act, 2000 and rules there under. If you object to our current Privacy Policy and your information being transferred or used in this way please do not use the website.

BILLING

All prices are in Indian Rupees (INR). The price of our products as mentioned on inka.co.in is the maximum retail price (MRP) for the said product. This is inclusive of all local taxes as applicable in India. The tax rate charged shall include combined GST rates as applicable. Inka reserves the right to collect taxes and/or such other levy/duty/surcharge that it may have to incur in addition to the normal taxes it may have to pay. Prices are subject to change at any time, without any notifications. All rights to change prices are reserved by Inka Homecraft Pvt Ltd. Prices available on our website are only available within India. No product can be sold in Indian prices outside India. By indicating acceptance to purchase any product or service offered on the site, a user is obligated to complete such transactions. Users are prohibited from indicating acceptance to purchase products and services where the user does not intend to complete the transactions. In a credit card transaction, the user must use his/her own credit card. Inka will not be responsible or liable for any credit card fraud. The liability to use a card fraudulently will be on the user and the onus to 'prove otherwise' shall be exclusively on the user.

ELECTRONIC COMMUNICATION

When you use any of our services or send e-mails to us you are communicating with us electronically. You, by using our services, consent to receive communications from us electronically. We will communicate with you by e-mail or by posting notices on this site or through other services. You agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. The legal requirements will be in conformity with the Indian Information Technology Act, 2000 and rules thereunder as applicable and the amended provisions pertaining to electronic records in various statutes as amended by the Information Technology Act, 2000. By using this website, you acknowledge that you have read and understood all the website conditions and agree to be bound by them.

PRIVACY POLICY

At Inka, we value the trust and faith you place in us. For this purpose, we insist upon the highest standards for secure transactions and customer information privacy. Our privacy policy is subject to change at any time without prior purpose. To keep yourself updated and aware of any changes please review the policy periodically. Please read the following statement to learn about our Privacy policy

COLLECTION AND USE OF INFORMATION

At Inka we collect, process and retain information about you when you visit our website www.inka.co.in. You may choose to provide us with information such as your name, address, telephone number, email address, date of birth, credit card details or any other information to access protected content on our site.

USAGE OF INFORMATION COLLECTED

At Inka, any of the information gathered from you may be used in the following ways:

- To effectively respond to your requests and queries.
- With your prior approval we may use your information to communicate with you via emails, text messages and calls, in order to provide you with product or service-related information and/or for promotional and marketing purposes.
- To send you offers based on your previous orders and your interests.
- To resolve any disputes, trouble shoot problems, collect money owed to us.
- To inform you about online and offline offers, products, services and updates to customise your experience.
- To quickly and securely process transactions.
- To administer promotions, surveys or other site features.
- To enable us to provide you with better service in responding to your customer service requests.
- We also share your information with third parties and affiliates who provide services to Inka such as website management, customer care, email delivery, IT and related infrastructure provision and other similar services.

HOW DO WE KEEP YOUR INFORMATION SECURE?

Here at Inka, we implement various security measures to maintain the safety of your personal information against loss, misuse or alteration of the information under our control. Your information is stored behind secured networks and is only accessible to a limited number of persons who have the authority and access rights to our systems and are required to keep the information confidential. When you place an order with us on our website or access your personal information, we use a secure server. All your sensitive/credit related information that you have disclosed to us is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our database to only be accessed as stated above.

COOKIE POLICY

A “cookie” is a small piece of data or a file stored on your computer’s hard drive by the web browser (if you choose to allow it) while browsing a website. A cookie enables the site to remember stateful information such as items added into the shopping cart. They also help us understand your preferences based on your site activity which in turn enables us to provide you with a better service experience. You can choose to have your computer alert you each time a cookie is being sent or you can opt to turn off all cookies. This is done through your browser settings. As each browser setting is different, you need to look under the Help menu of your browser to manage your cookies. If you do choose to turn off cookies you will not have access to many features that make our site experience more efficient thus not enabling some of our services to not properly function. Inka’s cookies do not contain any of your personal identifiable information. Most cookies are session cookies which means they are automatically deleted from your hard drive at the end of your session. If you choose to purchase from the Inka website, we collect information related to your buying habits. If you

transact with us, we collect additional information such as billing address, a credit/debit card number and expiration date and/or other payment instrument details which are through a trusted and reliable payment portal and is a secured link.

THIRD PARTY DISCLOSURE

At Inka, we do not trade, sell or transfer your personal information to outside parties unless we provide you with prior notice. The term “outside parties” does not include our website hosting partners and other parties who assist us in the operation of our website so long as those parties agree to keep this information confidential. We may disclose your information if required to do so to comply with the law, enforce our site policies or protect ours or others’ rights, property or safety. We may share your information with law enforcement agencies, third-party rights owners or others in good faith that such disclosure is reasonably necessary to enforce our Terms or Privacy Policy or to respond to claims that an advertisement, posting or other content violates the rights of a third party or to protect the rights, property or personal safety of our users.

OPTING OUT OF COMMUNICATION

If you wish to modify your email subscriptions or completely opt out of receiving Inka emails please let us know by emailing us at customercare@inka.co.in

PARENTAL GUIDANCE

Many children will visit our site and we therefore encourage children to consult their parents or legal guardians before submitting any information to any website including ours. We request parents/legal guardians to oversee their children’s online activities and also prevent children from disclosing their name, address and other personal information without parental consent.

QUESTIONS

We welcome all your comments, concerns and questions about our privacy policy. Please send us any and all feedback concerning any issues on feedback@inka.co.in

INTELLECTUAL PROPERTY AND TRADEMARKS

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