ALCO ENTERPRISES

TERMS & CONDITIONS

Official Tea E-Commerce Terms & Conditions

These Terms & Conditions govern your access to and use of the Alco Enterprises website and the purchase of tea products offered through the website. By accessing the website, creating an account, placing an order, or purchasing a product, you acknowledge that you have read and agreed to these Terms & Conditions.

1. WHO WE ARE

This website is operated by Alco Enterprises ("we", "us", "our"). Our business provides tea products and related tea offerings through this website.

Business Name: Alco Enterprises

Registered / Business Address: Khasra No. 2514/2511/53, Taraf Tajwal, Kathua 184101, Jammu & Kashmir, India

Email: thewamitea@gmail.com

Phone: 9796451386 | Customer Number: 9796451386

2. WEBSITE USE

You may use this website only for lawful purposes and in accordance with these Terms & Conditions.

You must not attempt to gain unauthorized access to the website, interfere with its operation, introduce malicious code, misuse another customer's account, or use the website for fraudulent or unlawful activities.

3. PRODUCTS AND PRODUCT INFORMATION

We make reasonable efforts to ensure that product names, descriptions, photographs, prices, availability, packaging information and other product details displayed on the website are accurate.

Product photographs are provided for representation. Actual packaging, colour, appearance or labeling may vary from images shown on the website.

Product availability may change without notice. If an ordered product becomes unavailable, we may contact you and offer an appropriate resolution, including cancellation and refund where applicable.

Our tea range may include Black Tea, CTC Tea, Green Tea, Masala Tea, Elaichi Tea, Kashmiri Kahwa, Noon Chai, Darjeeling Tea, White Tea, Blue Tea and other products introduced by Alco Enterprises.

4. PRODUCT PRICES AND TAXES

All prices displayed on the website should be shown in Indian Rupees (INR), unless otherwise stated.

Product prices may be changed from time to time. A price change will not normally affect an order that has already been accepted and confirmed by us.

Applicable taxes, delivery charges, discounts and other charges will be shown at checkout or on the relevant product/order page, as applicable.

If an obvious pricing or technical error results in an incorrect product price, we may contact you before accepting the order and provide the option to cancel the order or proceed at the corrected price.

5. ACCOUNT REGISTRATION

Certain website features may require you to create an account. You are responsible for providing accurate and current information.

You are responsible for maintaining the confidentiality of your login credentials and for activity carried out through your account.

If you suspect unauthorized access to your account, contact us promptly using the official contact details provided on the website.

6. ORDERING AND ORDER ACCEPTANCE

When you place an order, you are submitting a request to purchase the selected products at the displayed price and under these Terms & Conditions.

An order confirmation or payment acknowledgement does not necessarily mean that the order has been accepted if the order is affected by product unavailability, pricing errors, suspected fraud, technical errors or other legitimate circumstances.

We may cancel an order before dispatch where necessary. If payment has already been collected for a cancelled order, an applicable refund will be processed.

7. PAYMENT

Payments may be processed through third-party payment gateways or other payment service providers supported by the website.

You agree to provide valid and accurate billing and payment information.

Alco Enterprises does not ask customers to share confidential payment credentials such as PINs, passwords or OTPs through email, phone or social media.

8. DELIVERY AND SHIPPING

Applicable shipping charges, if any, will be displayed during checkout.

Delivery may be delayed due to weather, public holidays, courier disruptions, incorrect address details, regulatory restrictions, high order volumes or other circumstances outside our reasonable control.

Customers are responsible for providing a complete and accurate shipping address and contact information.

9. CANCELLATION

Cancellation requests should be submitted as soon as possible. Cancellation may be possible before an order is dispatched, subject to the applicable order status.

Once an order has been dispatched, cancellation may no longer be possible. Any approved cancellation will be handled according to the website's Cancellation & Refund Policy.

10. RETURNS, REFUNDS AND REPLACEMENTS

Tea is a consumable food product. For hygiene, safety and product-quality reasons, opened or used tea products may generally not be eligible for return.

Customers should contact us if the wrong product is delivered, the package arrives

damaged, a product is missing, or another eligible order issue occurs.

We may request the order number and photographs/videos of the product and packaging to assess a damage, shortage or incorrect-item claim.

Where a refund is approved, it will normally be processed through the original payment method or another suitable method. Bank/payment-provider processing times may apply.

The detailed eligibility rules, time limits and procedures are provided in the website's Cancellation, Refund & Return Policy.

11. SHELF LIFE AND STORAGE

Customers should follow the shelf-life, best-before and storage information printed on the product packaging.

Tea should generally be stored in a cool, dry place away from moisture, direct sunlight, heat and strong food odours, unless the product packaging states otherwise.

Customers should keep products in their original packaging or an appropriate airtight container after opening, where recommended.

Do not consume a product if its packaging is damaged, contaminated or otherwise appears unsafe. Contact us if you receive a product with a suspected quality or packaging issue.

12. FOOD, HEALTH AND PRODUCT CLAIMS

Our products are sold as food and beverage products. Information on the website is provided for product and preparation purposes and is not medical advice.

We do not guarantee that any tea product will diagnose, prevent, treat or cure a disease or medical condition.

Customers with allergies, dietary restrictions, pregnancy-related concerns, medical conditions or medication-related concerns should review the product label and seek appropriate professional advice before consumption.

13. INTELLECTUAL PROPERTY

The website's text, product descriptions, graphics, photographs, logos, branding, design, software and other original content are owned by or licensed to Alco Enterprises, unless otherwise stated.

You may not copy, reproduce, modify, publish, distribute, sell or commercially exploit website content without prior written permission, except where permitted by applicable law.

14. THIRD-PARTY SERVICES

The website may use third-party services such as payment gateways, courier providers, analytics tools, hosting providers, communication services and other technology providers.

Use of third-party services may be subject to the terms and privacy policies of those providers.

15. WEBSITE AVAILABILITY AND TECHNICAL ISSUES

We aim to keep the website available and functional, but we do not guarantee uninterrupted or error-free operation.

The website may occasionally be unavailable because of maintenance, updates, hosting

problems, security incidents, technical failures or circumstances outside our control.

16. LIMITATION OF LIABILITY

To the extent permitted by applicable law, Alco Enterprises will not be responsible for losses caused by events outside our reasonable control, including courier delays, internet or telecommunications failures, temporary website outages, or third-party service interruptions.

Nothing in these Terms & Conditions is intended to exclude or limit any liability or customer right that cannot legally be excluded or limited under applicable law.

17. PRIVACY

Your use of the website may involve the collection and processing of personal information required to operate the website, process orders, provide support, deliver products and meet legal obligations.

Please refer to our Privacy Policy for information about what data we collect, why we collect it, how it is used, and the rights and choices available to you.

18. CHANGES TO THESE TERMS

We may update these Terms & Conditions from time to time to reflect changes in our services, website functionality, business practices, or applicable laws and regulations.

The latest version will be published on this page. The terms applicable to an order will generally be those in effect when the order is accepted, subject to applicable law.

19. GOVERNING LAW AND JURISDICTION

These Terms & Conditions are intended to be governed by the laws applicable in India. Any dispute will be handled by the courts or competent authorities having jurisdiction over the business, subject to applicable consumer-protection and other mandatory laws.

20. CONTACT US

Business: Alco Enterprises

Email: thewamitea@gmail.com

Phone: 9796451386 | Customer Number: 9796451386

Address: Khasra No. 2514/2511/53, Taraf Tajwal, Kathua 184101, Jammu & Kashmir, India