



MARQVEDA GLOBAL PVT. LTD.

Exporting Indian Excellence Worldwide



REFUND & CANCELLATION POLICY



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Refund & Cancellation Policy

This Refund & Cancellation Policy (“Policy”) outlines the terms and conditions governing refunds, cancellations, and related matters for transactions associated with **Marqveda Global Pvt. Ltd.** (“Marqveda”, “Company”, “we”, “our”, or “us”), through the website www.marqveda.com (“Website”).

By accessing, browsing, or transacting through this Website, you acknowledge that you have read, understood, and agreed to be bound by this Policy.

1. Business Scope Covered Under This Policy

Marqveda Global Pvt. Ltd. operates across multiple business segments, including:

- **International Export (B2B):** Bulk and contract-based exports of premium Indian products to global buyers, importers, wholesalers, FMCG companies, and private-label clients.
- **Domestic Business (India):**
 - **D2C (Direct-to-Consumer)** sales within India
 - **Domestic B2B** sales to retailers, distributors, institutions and corporate buyers

This Policy applies to all the above segments, subject to the specific terms outlined below.

2. General Principles

- Refund eligibility varies based on the nature of the transaction (export, domestic B2B, or domestic D2C).
- Certain products or services may be non-refundable due to their nature.
- Refunds are processed only where legally required or explicitly permitted under this Policy or a written agreement.

3. International Export Transactions (B2B)

3.1 No-Refund Principle for Export Orders

Unless expressly agreed in writing:

- All confirmed export orders are non-cancellable and non-refundable
- Payments made toward procurement, processing, customization, documentation, certification, inspection, logistics, or shipping are non-reversible

This reflects standard international trade practices and the irreversible costs involved once an export order is initiated.

3.2 Exceptions (If Contractually Agreed)

Refunds may be considered only if:

- A specific refund or cancellation clause is included in a signed export contract or purchase order
- A duplicate or excess payment has been made
- Marqveda declines to accept an order before advance payment (full or partial).

4. Domestic D2C Transactions (India)

4.1 Eligibility for Refunds

For eligible domestic D2C orders placed within India, refunds may be considered in the following cases:

- Product received is damaged, defective, or incorrect
- Product is missing from the shipment
- Order is cancelled before dispatch, where cancellation is permitted

Refund requests must be raised within 7 days of delivery.

4.2 Non-Refundable D2C conditions

Refunds will not be applicable for:

- Products marked as non-returnable or non-refundable
- Perishable or consumable goods once opened or used
- Orders cancelled after dispatch
- Damage caused due to misuse, mishandling, or improper storage

5. Domestic B2B Transactions (India)

Domestic B2B transactions are typically governed by:

- Written quotations
- Purchase orders
- Supply agreements

Unless otherwise agreed in writing:

- Domestic B2B orders are non-cancellable and non-refundable once confirmed

- Refunds, if any, are subject to mutually agreed commercial terms

6. Refund Request Procedure

For B2B orders :

All refund requests for B2B orders must be submitted in writing with complete details:

- **Mode:** Email
- **Email Address:** info@marqveda.com
- **Subject Line:** Refund Request – [Order / Invoice Number]

Required information:

- Order or invoice reference
- Proof of payment
- Reason for refund request
- Supporting photographs or documents (if applicable)

Incomplete or unsupported requests may be rejected.

For D2C orders :

All refund requests for D2C orders may be submitted through the following modes:

1.Mode: Email

- **Email Address:** care@marqveda.com
- **Subject Line:** Refund Request – [Order / Invoice Number]

2. Mode: Orders section of Website portal

- **Website Address:** www.marqveda.com
- Refund gets initiated if order gets cancelled prior to shipment dispatch.

7. Refund Review & Processing Timeline

- All requests are subject to verification and internal approval
- All Approved refunds will be processed within 10 - 30 business days
- Refunds will be credited to the original payment method, unless otherwise agreed

Any payment gateway fees, bank charges, or taxes already incurred may be deducted where legally permitted.

8. Shipping, Logistics & Third-Party Responsibility

Marqveda shall not be liable for delays, damages, or losses caused by:

- Third-party logistics or courier partners
- Customs authorities, regulatory bodies, or force majeure events
- Incorrect delivery information provided by the customer

Refunds arising from such causes are not guaranteed and will be assessed on a case-by-case basis.

9. Limitation of Liability

To the maximum extent permitted under applicable law:

- Marqveda's liability shall not exceed the amount paid for the specific order
- The Company shall not be liable for indirect, incidental, or consequential damages, including loss of profit, business interruption, or reputational loss

10. Legal Compliance & Governing Law

This Policy is governed by and construed in accordance with:

- Indian laws, including the Information Technology Act, 2000 and applicable consumer protection laws
- International best practices for trade, data protection, and fairness

Any disputes shall be subject to the exclusive jurisdiction of the courts located in Patna, India.

11. Policy Modifications

Marqveda reserves the right to modify or update this Policy at any time. Changes shall be effective upon publication on the Website.

Continued use of the Website constitutes acceptance of the updated Policy.

12. Contact Information

For questions or clarifications regarding this Policy, please contact:

Marqveda Global Pvt. Ltd.

Email: info@marqveda.com

Registered Office:

E-202, Astha Green City,

Phulwarisharif, Patna – 801505, Bihar, India

Marqveda Global Pvt. Ltd. is committed to ethical business practices, transparency, and compliance across both domestic and international markets. This Policy reflects our balanced approach to customer protection and operational integrity.



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