

# BWMart

## Legal Documents

Terms of Service | Privacy Policy | Effective: February 2026

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### TERMS OF SERVICE

Effective Date: February 2026 | Operated by: BWMart | Jurisdiction: India

Welcome to BWMart ("we", "us", or "our"). By accessing or placing an order on our website, you ("Customer" or "you") agree to be bound by these Terms of Service. Please read them carefully before making a purchase.

#### 1. Acceptance of Terms

By using the BWMart website or placing an order, you confirm that you are at least 18 years of age, legally capable of entering into a binding contract under Indian law, and that you have read, understood, and agree to these Terms.

#### 2. About BWMart

BWMart is an independent online reseller. We list and sell products through our website. Fulfillment, warehousing, and shipping are carried out by our third-party fulfillment partner, Meesho. BWMart acts as the seller of record; Meesho acts solely as a logistics and fulfillment facilitator.

#### 3. Orders and Payment

##### 3.1 Placing an Order

To place an order, add items to your cart and proceed to checkout. You will be asked to provide your name, delivery address, and phone number. Submitting an order constitutes an offer to purchase the selected product(s) at the displayed price.

##### 3.2 Manual UPI Payment Process

BWMart currently processes payments manually via UPI (Unified Payments Interface). The payment process is as follows:

- After placing your order, you will be displayed our official UPI ID and the exact amount payable.
- Transfer the exact order amount to the UPI ID shown on the checkout/confirmation page.
- After completing the transfer, upload a clear screenshot of the successful payment confirmation within the designated upload field on the order page.

- Our team will manually verify your payment screenshot. Orders are confirmed only after successful verification.

### 3.3 Order Confirmation

Your order status will remain PENDING until our team has verified your UPI payment. You will receive a confirmation notification (via the contact information provided) once your payment has been verified and your order is confirmed. BWMart reserves the right to cancel any order where payment cannot be verified.

*Note: BWMart is not responsible for payments made to an incorrect UPI ID. Always verify that you are using the official UPI ID displayed on our website at the time of checkout. Do not transfer funds to any UPI ID shared via unofficial channels (e.g., SMS, WhatsApp, or email not originating from our official domain).*

### 3.4 Pricing

All prices are listed in Indian Rupees (INR) and are inclusive of applicable taxes unless stated otherwise. Prices are subject to change without prior notice. The price at the time of order confirmation is the final price.

### 3.5 Payment Disputes

If you believe you have made a payment in error or to a wrong UPI ID not affiliated with BWMart, please contact us immediately at our support email. We will assist with investigation but cannot guarantee recovery of funds transferred to unaffiliated accounts.

## 4. Shipping and Delivery

### 4.1 Fulfillment Partner

All orders placed on BWMart are fulfilled and shipped by Meesho, our third-party logistics and fulfillment partner. By placing an order, you acknowledge that your order will be handled and dispatched by Meesho.

### 4.2 Delivery Timelines

Estimated delivery timelines displayed on our website are provided by Meesho and are indicative only. Actual delivery times may vary due to:

- Geographic location and PIN code serviceability
- Public holidays, local events, or force majeure conditions
- High-demand periods (sale events, festivals, etc.)
- Logistical delays outside our or Meesho's reasonable control

BWMart does not guarantee delivery within the estimated timeframe. We will, however, make reasonable efforts to provide you with tracking information once your order is dispatched.

### 4.3 Delivery Address

It is your responsibility to provide a complete and accurate delivery address at checkout. BWMart and Meesho are not liable for non-delivery or misdelivery caused by an incorrect or incomplete address provided by the Customer.

### 4.4 Tracking

Once your order is dispatched, a tracking number and/or a tracking link will be shared with you. Tracking updates are managed by Meesho's logistics network.

## 5. Returns, Replacements, and Refunds

### 5.1 General Policy

Given the nature of our business as an independent reseller, our ability to process returns is limited. We accept return or replacement requests only under the specific conditions outlined below.

### 5.2 Eligible Return Conditions

A return or replacement request will be considered only if:

- **The product received is physically damaged, defective, or materially different from what was described at the time of purchase.**Damaged / Defective Product:
- **A product different from what you ordered has been delivered.**Wrong Product Delivered:

### 5.3 Mandatory Unboxing Video Requirement

*Note: An unboxing video is mandatory for all return, replacement, and refund claims. No claim will be processed without it.*

To be eligible for any return or replacement, you must:

- Record a continuous, uninterrupted video starting from the moment the sealed package is received, clearly showing the unopened package, and continuing through the complete unboxing of the product.
- The video must clearly show the package label (including your order details/address), the package seal, and the condition of the product as it is revealed.
- The video must be submitted to BWMart support within 48 hours of delivery.

Claims submitted without a valid unboxing video, or with a video that begins after the package has been opened, will not be eligible for a return, replacement, or refund.

### 5.4 How to Raise a Claim

To raise a return or replacement request, contact us at our support email within 48 hours of delivery with: (a) your order ID, (b) a description of the issue, (c) photographs of the damaged/incorrect item, and (d) the unboxing video.

### 5.5 Non-Eligible Returns

The following are not eligible for return or refund:

- Change of mind after purchase or order confirmation
- Products that have been used, washed, altered, or tampered with
- Damage caused by the Customer after delivery
- Claims raised after 48 hours from the delivery timestamp
- Claims not accompanied by a valid unboxing video

### 5.6 Refund Processing

If a return or replacement request is approved, we will process a refund to the original UPI account used for payment within 7–10 business days, subject to verification. Replacement is subject to product availability.

## 6. Order Cancellations

Orders may be cancelled before payment verification is completed. Once payment has been verified and the order is confirmed, cancellations are not guaranteed and are subject to the stage of fulfillment. Please contact our support team immediately if you wish to cancel. If the order has already been dispatched, cancellation will not be possible.

## 7. Intellectual Property

All content on the BWMart website — including but not limited to text, graphics, logos, and images — is the property of BWMart or its content suppliers and is protected under applicable Indian intellectual property laws. You may not reproduce, distribute, or create derivative works from any content on this site without our prior written consent.

## 8. Limitation of Liability

To the maximum extent permitted under applicable Indian law, BWMart shall not be liable for any indirect, incidental, special, or consequential damages arising from: (a) use of or inability to use our website or products; (b) delays or disruptions in delivery by Meesho or its logistics partners; (c) any errors in product descriptions; or (d) payment errors due to Customer negligence. Our total liability shall not exceed the amount paid by you for the specific order giving rise to the claim.

## 9. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of India. Any disputes arising from these Terms or your use of BWMart shall first be attempted to be resolved amicably. If unresolved, disputes shall be subject to the exclusive jurisdiction of the courts of India, as applicable under the Consumer Protection Act, 2019 and the Information Technology Act, 2000.

## 10. Modifications to Terms

BWMart reserves the right to update or modify these Terms at any time. Changes will be posted on this page with a revised effective date. Continued use of the website after such changes constitutes your acceptance of the revised Terms.

## 11. Contact Us

For questions, complaints, or support related to these Terms, please contact us:

Business Name: BWMart

Email: [help.bwmart@gmail.com](mailto:help.bwmart@gmail.com)

Website: <https://bwmart.net>

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## PRIVACY POLICY

Effective Date: February 2026 | Operated by: BWMart | Jurisdiction: India

BWMart ("we", "us", "our") is committed to protecting your personal information. This Privacy Policy explains what data we collect, how we use it, and your rights as a user. This policy is compliant with

the Information Technology Act, 2000 and the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011, and is drafted in anticipation of obligations under India's Digital Personal Data Protection Act, 2023.

## 1. Information We Collect

When you place an order with BWMart, we collect the following personal data:

- Full Name — to identify and address your order.
- Delivery Address (including PIN code, city, and state) — for shipping your order.
- Phone Number — for delivery coordination and order-related communication.

We do not collect sensitive personal data such as financial account details, passwords, biometric data, or government identification numbers. UPI payment screenshots submitted for manual verification are used solely for payment confirmation and are not stored beyond the verification process.

## 2. How We Use Your Information

Your personal data is collected and used for the following purposes only:

- **To confirm, process, and fulfil your purchase.**Order Processing:
- **To share your address and phone number with Meesho, our fulfillment partner, for the sole purpose of delivering your order.**Delivery Coordination:
- **To contact you regarding your order status, delivery, or any issues you raise with us.**Customer Support:

We do not use your data for marketing communications unless you have separately opted in to receive them.

## 3. Data Sharing

### 3.1 Third-Party Fulfillment Partner (Meesho)

To fulfill and deliver your order, we share your name, delivery address, and phone number with Meesho. Meesho processes this data solely for logistics and delivery purposes and is bound by their own privacy policy. BWMart does not control Meesho's internal data handling practices beyond what is required for order fulfillment.

### 3.2 No Sale of Personal Data

BWMart does not sell, rent, trade, or otherwise transfer your personal information to any third party for commercial or marketing purposes. Your data is shared only as strictly necessary for order fulfillment as described in this policy.

### 3.3 Legal Disclosure

We may disclose your personal information if required to do so by law, court order, or a governmental authority under applicable Indian law.

## 4. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected — primarily for the duration of your order and any associated return, refund, or dispute

resolution period. Order records may be retained for up to 3 years for legal and accounting compliance, after which they will be securely deleted or anonymised.

## 5. Data Security

We implement reasonable technical and organisational security measures to protect your personal data from unauthorised access, disclosure, or loss. However, no method of electronic transmission or storage is 100% secure. We encourage you to keep your own records of communications with us.

## 6. Cookies and Tracking

Our website may use basic cookies or analytics tools to improve site functionality and understand user behaviour. These cookies do not collect personally identifiable information. You may configure your browser to refuse cookies, though this may affect your browsing experience.

## 7. Children's Privacy

BWMart's services are not directed at individuals under the age of 18. We do not knowingly collect personal data from minors. If you believe we have inadvertently collected data from a minor, please contact us immediately and we will take steps to delete it.

## 8. Your Rights

As a data principal under applicable Indian law, you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate personal data.
- Request deletion of your personal data, subject to legal retention obligations.
- Withdraw consent to data processing (where processing is based on consent).

To exercise any of these rights, please contact us using the details provided below. We will respond within a reasonable timeframe.

## 9. Third-Party Links

Our website may contain links to third-party websites (including Meesho's tracking portal). BWMart is not responsible for the privacy practices of any third-party websites. We encourage you to review the privacy policies of any external sites you visit.

## 10. Changes to This Privacy Policy

BWMart may update this Privacy Policy from time to time to reflect changes in law or our practices. The updated policy will be posted on this page with a revised effective date. We encourage you to review this page periodically.

## 11. Contact Us — Privacy Matters

For any privacy-related queries, requests, or concerns, please contact our Data Protection point of contact:

Business Name: BWMart

Email: [help.bwmart@gmail.com](mailto:help.bwmart@gmail.com)

Website: <https://bwmart.net>

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*This document was last reviewed in February 2026 and is intended for use on the BWMart e-commerce website.*