

Terms of Service

Effective date: September 18, 2026

These Terms of Service (the “Terms”) govern your use of the Tribal Trail online store and purchases from Tribal Trail LLP (“Tribal Trail,” “we,” “us,” or “our”). By using the store or placing an order, you agree to these Terms and the policies incorporated by reference.

1. Eligibility and Store Use

The store is intended for adult consumers. You may use the store only for lawful purposes and in accordance with these Terms. You may not misuse the store, interfere with its operation, attempt unauthorized access, introduce malicious code, or use store content in violation of applicable law or intellectual-property rights.

2. Products and Information

We aim to describe and display our products accurately. Natural agricultural ingredients can vary in color, size, aroma, texture, and appearance from batch to batch. Website images, including product mockups, are illustrative and screen settings may affect displayed colors.

Product descriptions, ingredient information, suggested uses, and general wellness information are provided for informational purposes. Nothing on the store is intended to diagnose, treat, cure, or prevent disease or to replace professional medical advice.

3. Orders

An order is an offer to purchase. We may accept, decline, cancel, limit, or request additional information about an order where reasonably necessary, including because of product availability, suspected fraud, pricing or listing errors, shipping restrictions, or other operational issues. If we cancel an order after payment has been captured, we will refund the affected amount.

4. Prices, Discounts, and Taxes

Prices are displayed in the currency shown on the store and may change without notice before an order is placed. Applicable discounts are subject to their stated terms. Bundle & Save and Subscribe & Save discounts do not stack; where both could apply, only the higher eligible discount applies.

Applicable taxes and shipping charges, if any, will be shown during checkout as required.

5. Payment

Payments are processed through third-party payment providers made available at checkout. By submitting payment information, you represent that you are authorized to use the selected payment method and authorize the applicable charges.

6. Shipping and Delivery

Consumer orders are currently offered for delivery within the United States and are fulfilled through third-party fulfillment and delivery providers, including Amazon Multi-Channel Fulfillment. Shipping charges, estimates, delivery issues, and related matters are governed by our Shipping Policy.

7. Returns, Refunds, and Cancellations

Returns, refunds, damaged or incorrect products, the 30-Day Happiness Guarantee, and order cancellation requests are governed by our Return & Refund Policy.

8. Subscribe & Save

If you enroll in Subscribe & Save, your purchase includes recurring orders and charges until cancelled. The current program uses a 90-day delivery frequency and a 10% subscription discount for eligible products. Subscription terms, cancellation, changes, and recurring-order treatment are governed by our Subscribe & Save Policy and the disclosures presented at enrollment.

9. Promotions and Bundles

Promotions, discount codes, Bundle & Save offers, and other offers may have additional eligibility requirements, expiration dates, product exclusions, or usage limits. Unless expressly stated otherwise, promotions cannot be combined.

10. Intellectual Property

The Tribal Trail name, logos, packaging artwork, website design, photographs, graphics, text, recipes, and other store content are owned by or licensed to Tribal Trail and are protected by applicable intellectual-property laws. You may use the store for personal, non-commercial purposes. No rights are transferred to you except as expressly stated.

11. User Content

If you submit a review, photograph, comment, recipe feedback, or other content to us, you represent that you have the right to submit it and that it does not violate law or third-party rights. To the extent permitted by law, you grant us a non-exclusive, worldwide, royalty-free license to use, reproduce, display, adapt, and distribute that content in connection with operating, improving, and promoting Tribal Trail, subject to applicable privacy and consumer-protection laws.

12. Third-Party Services

The store may rely on or link to third-party services, including Shopify, payment providers, fulfillment providers, carriers, analytics tools, advertising platforms, and social networks. We are not responsible for independent third-party websites or services outside our control, although this does not limit responsibilities that applicable law places on us as the seller.

13. Disclaimer

To the maximum extent permitted by applicable law, the store and its content are provided on an “as available” basis. We do not warrant that the website will always be uninterrupted, error-free, or free of harmful components. Nothing in these Terms excludes warranties or consumer rights that cannot lawfully be excluded.

14. Limitation of Liability

To the maximum extent permitted by applicable law, Tribal Trail will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages arising from use of the store or purchase of products. Where liability cannot lawfully be excluded, these Terms do not limit that liability. Any contractual limitation in these Terms is subject to mandatory consumer-protection law.

15. Indemnity

To the extent permitted by applicable law, you agree to be responsible for losses or claims arising from your unlawful misuse of the store or your violation of these Terms or third-party rights. This provision does not apply to the extent a claim results from our own breach, negligence, or unlawful conduct.

16. Governing Law and Disputes

These Terms and your relationship with Tribal Trail are governed by applicable law. Because Tribal Trail is established in India and sells to consumers in the United States, mandatory consumer-protection and other non-waivable rights in a customer's jurisdiction may also apply.

Before starting formal proceedings, we encourage you to contact us so that we can try to resolve the issue. We have intentionally not imposed a mandatory arbitration clause, class-action waiver, or exclusive foreign forum in this version. Any more restrictive dispute-resolution provision should be adopted only after jurisdiction-specific legal review.

17. Wholesale Inquiries

Wholesale or B2B inquiries submitted through the website are inquiries only and do not create a purchase contract. Any wholesale transaction will be subject to separate commercial terms agreed between the parties.

18. Privacy

Our collection and use of personal information are described in our Privacy Policy.

19. Changes to These Terms

We may update these Terms from time to time. Changes apply prospectively from the effective date shown in the updated version, except where applicable law requires otherwise. Material changes to an existing subscription will be handled in accordance with applicable law and our Subscribe & Save Policy.

20. Severability

If a provision of these Terms is found unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

These Terms, together with the policies and disclosures incorporated by reference and any product- or promotion-specific terms presented at purchase, form the agreement governing the consumer store transaction. A failure to enforce a provision on one occasion does not waive our right to enforce it later, subject to applicable law.

25. Entire Agreement; No Waiver

To the extent permitted by applicable law, we are not responsible for delay or failure caused by events beyond our reasonable control, including natural disasters, severe weather, transportation or carrier interruptions, labor disruptions, governmental actions, failures of third-party infrastructure, or similar events. This provision does not limit mandatory consumer remedies.

24. Force Majeure

We may correct typographical errors, inaccuracies, or omissions in store content and may update information before an order is accepted. If a material pricing or product-information error affects an order, we may contact you for instructions or cancel the affected order and refund any amount already collected for it.

23. Errors and Corrections

Statements on the store concerning traditional use, naturally occurring compounds, general wellness, recipes, or ingredient characteristics are not intended as medical advice or as claims that a product diagnoses, treats, cures, or prevents disease. Product-specific claims are subject to the information and qualifications presented with the product.

22. No Medical Claims

Customers should review the product label, ingredient information, allergen information, storage directions, and other product-specific information before use. Do not use a product if its packaging appears materially damaged or tampered with. If you have an allergy, sensitivity, medical condition, are pregnant or nursing, take medication, or have questions about whether an ingredient is appropriate for you, consult an appropriate healthcare professional. This section does not replace legally required product labeling or food-safety obligations.

21. Food Safety and Allergies

Contact Us

Tribal Trail LLP
B3, MI Rustle Court, Gomti Nagar, Lucknow, India 226010
Email: tribaltrailindia@gmail.com
Phone: +91 7982031125