

# Terms and Conditions for Aroma Heaven E-Commerce Website

**Effective Date: Monday, 06 November 2023.**

**Last Updated: Monday, 27 November 2023.**

Welcome to Aroma Heaven! These Terms and Conditions govern your use of our e-commerce website and the purchase of essential oils and related products. By accessing or using our website, you agree to comply with and be bound by the following terms and conditions:

## **1. Acceptance of Terms**

1.1. By using our website, you agree to abide by these Terms and Conditions, as well as our Privacy Policy. If you do not agree with these terms, please do not use our website.

## **2. Product Information**

2.1. We make every effort to provide accurate product descriptions, images, and prices. However, we do not guarantee the accuracy, completeness, or reliability of this information. If you find any discrepancies, please contact us for clarification.

2.2. We reserve the right to modify, discontinue, or update our product offerings at any time without prior notice.

## **3. Ordering and Payments**

3.1. You agree to provide accurate and up-to-date payment and contact information for all orders placed on our website.

3.2. We accept payments through secure payment gateways, and your payment information is processed securely. We do not store your payment information on our servers.

3.3. Orders are subject to availability, and we reserve the right to cancel or limit the quantity of any order.

## **4. Shipping and Returns**

4.1. Shipping times and costs may vary depending on your location and the selected shipping method. Please review our Shipping and Returns policy for detailed information.

4.2. You are responsible for providing accurate shipping information. We are not liable for any delays or issues caused by incorrect shipping details.

4.3. Please review our Returns and Refunds policy for information on returns and exchanges.

## **5. User Account**

5.1. To place orders on our website, you may be required to create a user account. You are responsible for maintaining the confidentiality of your account information, including your username and password.

5.2. You are responsible for all activities that occur under your account. If you suspect unauthorized use of your account, please notify us immediately.

## **6. Intellectual Property**

6.1. All content on our website, including text, images, graphics, logos, and software, is owned or licensed by Aroma Heaven and is protected by copyright and other intellectual property laws.

6.2. You are not permitted to use, reproduce, modify, distribute, or create derivative works from any content on our website without our explicit written consent.

## **7. Termination**

7.1. We reserve the right to terminate your access to our website or your user account at our discretion, without prior notice, if you violate these Terms and Conditions.

## **8. Limitation of Liability**

8.1. Aroma Heaven is not liable for any direct, indirect, incidental, consequential, or special damages arising from your use of our website or products.

## **9. Governing Law**

9.1. These Terms and Conditions are governed by the laws of India. Any disputes related to these terms or your use of our website shall be resolved in Mumbai's Jurisdiction courts.

## **10. Changes to Terms and Conditions**

10.1. We may update these Terms and Conditions from time to time. Any changes will be effective immediately upon posting on our website. It is your responsibility to review these terms periodically.

If you have any questions or concerns about these Terms and Conditions, please contact us at:

### **Aroma Heaven**

157/158 Citi Mall,

Oshiwara, Andheri West

Mumbai, India

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Thank you for choosing Aroma Heaven for your essential oil needs. We appreciate your understanding and compliance with these Terms and Conditions.