Privacy Policy

GOODFAT respects your privacy. This Privacy Policy provides succinctly the manner your data is collected and used by GOODFAT on the Site. As a visitor to the Site/ Customer you are advised to please read the Privacy Policy carefully. By accessing the services provided by the Site you agree to the collection and use of your data by GOODFAT in the manner provided in this Privacy Policy.

WHAT INFORMATION IS, OR MAY BE, COLLECTED FORM YOU?

As part of the registration process on the Site, GOODFAT may collect the following personally identifiable information about you: Name including first and last name, alternate email address, mobile phone number and contact details, Postal code, Demographic profile (like your age, gender, occupation, education, address etc.) and information about the pages on the site you visit/access, the links you click on the site, the number of times you access the page and any such browsing information.

HOW DO WE COLLECT THE INFORMATION ?

GOODFAT will collect personally identifiable information about you only as part of a voluntary registration process, on-line survey or any combination thereof. The Site may contain links to other Web sites. GOODFAT is not responsible for the privacy practices of such Web sites which it does not own, manage or control. The Site and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to inform, optimize, and serve ads based on someone's past visits to the Site.

HOW IS INFORMATION USED ?

GOODFAT will use your personal information to provide personalized features to you on the Site and to provide for promotional offers to you through the Site and other channels. GOODFAT will also provide this information to its business associates and partners to get in touch with you when necessary to provide the services requested by you. GOODFAT will use this information to preserve transaction history as governed by existing law or policy. GOODFAT may also use contact information internally to direct its efforts for product improvement, to contact you as a survey respondent, to notify you if you win any contest; and to send you promotional materials from its contest sponsors or advertisers. GOODFAT will also use this information to serve various promotional and advertising materials to you via display advertisements through the Google Ad network on third party websites. You can opt out of Google Analytics for Display Advertising and customize Google Display network ads using the Ads Preferences Manager.

WITH WHOM YOUR INFORMATION WILL BE SHARED?

GOODFAT will not use your financial information for any purpose other than to complete a transaction with you. GOODFAT does not rent, sell or share your personal information and will not disclose any of your personally identifiable information to third parties. In cases where it has your permission to provide products or services you've requested and such information is necessary to provide these products or services the information may be shared with GOODFAT business associates and partners. In addition GOODFAT may use this information for promotional offers, to help investigate, prevent or take action regarding unlawful and illegal activities, suspected fraud, potential threat to the safety or security of any person, violations of the Site’s terms of use or to defend against legal claims; special circumstances such as compliance with subpoenas, court orders, requests/order from legal authorities or law enforcement agencies requiring such disclosure.

WHAT CHOICE ARE AVAILABLE TO YOU REGARDING COLLECTION, USE AND DISTRIBUTION OF YOUR INFORMATION ?

 GOODFAT will not use your financial information for any purpose other than to complete a transaction with you. GOODFAT does not rent, sell or share your personal information and will not disclose any of your personally identifiable information to third parties. In cases where it has your permission to provide products or services you've requested and such information is necessary to provide these products or services the information may be shared with GOODFAT business associates and partners. In addition GOODFAT may use this information for promotional offers, to help investigate, prevent or take action regarding unlawful and illegal activities, suspected fraud, potential threat to the safety or security of any person, violations of the Site’s terms of use or to defend against legal claims; special circumstances such as compliance with subpoenas, court orders, requests/order from legal authorities or law enforcement agencies requiring such disclosure.

HOW CAN YOU CORRECT INACCURACIES IN THE INFORMATION ?

GOODFAT will not use your financial information for any purpose other than to complete a transaction with you. GOODFAT does not rent, sell or share your personal information and will not disclose any of your personally identifiable information to third parties. In cases where it has your permission to provide products or services you've requested and such information is necessary to provide these products or services the information may be shared with GOODFAT business associates and partners. In addition GOODFAT may use this information for promotional offers, to help investigate, prevent or take action regarding unlawful and illegal activities, suspected fraud, potential threat to the safety or security of any person, violations of the Site’s terms of use or to defend against legal claims; special circumstances such as compliance with subpoenas, court orders, requests/order from legal authorities or law enforcement agencies requiring such disclosure.

PAYMENT, DELIVERY, RETURNS/ ONLINE PURCHASE POLICY

Welcome to www.GOODFAT.in an online shopping portal of AMBAL IMPORTS AND EXPORTS for the range of certified organic AND Conventional products. The terms and conditions contained herein along with the Privacy Policy and Agreement regulating our relationship with regard to the use of www.goodfat.in by you. You are advised to read this Agreement carefully before entering into a transaction on www.goodfat.in. If you accept this agreement, it will be a legally binding agreement between you and AMBAL IMPORTS AND EXPORTS (for shopping on www.goodfat.in). Your visit to this website is subject to this Payment, Delivery and Returns Policy and Terms and Conditions and our Privacy Policy available here on this website. This website www.goodfat.in is operated by AMBAL IMPORTS AND EXPORTS, an India based company incorporated under the Indian Companies Act of 1956 . The policy is issued by ‘AMBAL IMPORTS AND EXPORTS’. By placing an order on this site you are entering into a purchase/sale transaction with AMBAL IMPORTS AND EXPORTS.

The terms and conditions are enumerated as follows

DEFINITIONS

"Agreement" means the terms and conditions as detailed herein including all schedules, appendices, annexure, privacy policy and will include the references to this Agreement as amended, supplemented, varied or replaced time to time. www.goodfat.in or the “Site” means the online shopping portal owned and operated by AMBAL IMPORTS AND EXPORTS which provides a plat to the shoppers to buy the products listed on the site. "Customer" / "Buyer" shall mean the person or any legal entity who accepts the offer for sale on site by placing an order for and or purchases any products offered for sale on the site. "User"/ "You" means and includes you and/or any person or an entity including Vendor/Seller/Affiliate using or accessing the services provided on this Site.

ELIGIBILITY

You represent and warrant that you are competent and eligible to enter into legally binding agreement and have the requisite authority to bind the other party to this Agreement. You shall not use this Site if you are not competent to contract under the applicable laws, rules and regulations.

TERM

This Agreement shall continue to be in full force and effect for so long as you are using the site. The site provides the online shopping platform wherein the Users can purchase/buy the products and services listed on it pursuant to the terms and conditions set forth below. By clicking on the “Proceed to Payment” button, you are agreeing to use the Services in a manner consistent with and abide by the terms and conditions of this Agreement, our Privacy Policy, and with all applicable laws and regulations.

TERMINATION

Either User/ You or AMBAL IMPORTS AND EXPORTS may terminate the agreement at any time, with or without cause. However, AMBAL IMPORTS AND EXPORTS reserves the right, in its sole discretion, to terminate your access to the products and services offered on the site or any portion thereof at any time, without notice.

MODIFICATION OF TERMS AND CONDITIONS

AMBAL IMPORTS AND EXPORTS may at any time modify the terms and conditions contained on the Site without any prior notification to you. You can access the latest version of the Terms and Conditions at any given time. You should regularly review the Terms and Conditions. In the event the modified Terms and Conditions are not acceptable to you, you should discontinue using the site. However, if you continue to use the site you agree to accept and abide by the modified Terms and Conditions.

ONLINE SHOPPING PLATFORM

You further agree and undertake that you are accessing the services available on this Site and transacting at your sole risk and are using your best and prudent judgment before entering into any transaction through this Site. AMBAL IMPORTS AND EXPORTS accepts no liability for any errors or omissions, whether on behalf of itself. The address at which delivery of the product ordered by you are to be made should be correct and proper in all respects. After the receipt of payment the Buyer/ cash on delivery as the case may be, AMBAL IMPORTS AND EXPORTS shall arrange for the delivery of the product to the recipient at the shipping address provided by the Buyer. Any and all orders placed by you on this Site are a firm commitment to purchase and you are obligated to complete the transaction and not contest it in anyway. Before placing an order you are advised to check the product description carefully. By placing an order for a product you agree to be bound by the conditions of sale included in the item's description.

PRODUCT PRICING

Product prices listed on the website are current. While every care has been taken to label the products accurately, errors in data entry and updation may occur. AMBAL IMPORTS AND EXPORTS reserve the right to cancel the order in case a transaction has been made where the price indicated was not the correct price. In the rare event that happens, we will give a full refund of all money received from the customer. Prices are subject to change without advance notice. All prices on this web site are given in Indian Rupees. For international cards used on the site, the banks applicable exchange rate and charges will apply. We have no jurisdiction on this and any disputes or queries on exchange rates and bank charges need to be directed to the bank or institution that issued your card or payment instrument. All orders are acknowledged at current pricing. We will bill at price in effect at the time of receipt of money and raising of an invoice. Our products are liable for taxes, as applicable in India.

OUT OF STOCK SITUATIONS

Our endeavour is to ensure that all products listed on the site are available in stock for despatch to the buyer. However in case this in not available for any reason, we will contact you within 2 business days and give you the option to exchange or cancel the order based on your convenience.

PAYMENT OPTIONS

The following modes of payments are available:
a) Credit Cards - Master Card, Visa,
b) Debit Cards - Master Card, Visa, Maestro
c) Netbanking/Direct Debit payments from select banks in India. A full list is available at the time of Check Out and prior to making payments for purchases
d) Cash On Delivery.
To place an order you will need to complete the transaction on the website. This may or may not be assisted with a phone call with the customer service representative. By placing an order on the site or on phone, you are agreeing to the terms and conditions and payment policy published in the appropriate section of the website or affiliated websites where specifically referred to such affiliated websites. After you have made your selection and added products to your shopping cart, you will need to proceed to the checkout section. In this section you will be asked for address and other contact information as well as payment related information Once the payment transaction has been successfully completed, your order will be processed on receipt of the funds from the bank or Credit Card Company. It is at this stage that the sale is said to be complete. Thereafter your products will be shipped based on product availability and completion of logistics operations related to the same.

SECURITY

Transactions on the website are protected by SSL (Secure Sockets Layer) and Secure Data Encryption using a 1024-bit process. Any information you enter when transacting with the webstore is sent in a Secure Socket Layer (SSL) session and is encrypted to protect you against unintentional disclosure to third parties. This is an assurance that it follows the best security practices adopted by major online vendors where all payments are processed in real-time for your security and immediate peace of mind. Credit card and Debit card information is not stored by us and is not taken by us. This information is taken directly by the payment gateway provided who is authorised and is compliant with the regulations and requirements of various banks and institutions and payment franchisees that it is associated with.

SUSPENSION DUE TO NON-COMPLIANCE WITH AGREEMENT

Notwithstanding other legal remedies that may be available to AMBAL IMPORTS AND EXPORTS, AMBAL IMPORTS AND EXPORTS may in its sole discretion limit User activity by immediately removing User listing either temporarily or indefinitely or suspend or terminate User membership, and/or refuse to provide User with access to the Site.
\* If the User is in breach any of the terms and conditions of this Agreement;
\* If the User has provided wrong, inaccurate, incomplete or incorrect initiation;
\* If your actions may cause any harm, damage or loss to the other Users or AMBAL IMPORTS AND EXPORTS

INDEMNITY

User agrees to defend, indemnify and hold harmless AMBAL IMPORTS AND EXPORTS, its employees, directors, officers, agents and their successors and assigns and against any and all claims, liabilities, damages, losses, costs and expenses, including attorney's fees, caused by or arising out of claims based upon the use of User's actions or inactions, including but not limited to any warranties, representations or undertakings or in relation to the non-fulfilment of any of its obligations under this Agreement or arising out of the User's infringement of any applicable laws, regulations including but not limited to Intellectual Property Rights, payment of statutory dues and taxes, claim of libel, defamation, violation of rights of privacy or publicity, loss of service by other subscribers and infringement of intellectual property or other rights. This clause shall survive the expiry or termination of this Agreement.

GOVERNING LAW AND JURISDICTION

This website is created and controlled by AMBAL IMPORTS AND EXPORTS in POLLACHI,TAMIL NADU, India and the laws of India shall apply. This agreement is governed and construed in accordance with the Laws of India. You hereby irrevocably consent to the exclusive jurisdiction and venue of courts in POLLACHI,TAMILNADU, India, in all disputes arising out of or relating to the use of the AMBAL IMPORTS AND EXPORTS Site. Use of the AMBAL IMPORTS AND EXPORTS Site is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including without limitation this paragraph. You agree to indemnify and hold AMBAL IMPORTS AND EXPORTS, its subsidiaries, affiliates, directors, officers and employees, harmless any claim, demand, or damage, including reasonable attorneys' fees, asserted by any third party due to or arising out of your use of or conduct on the AMBAL IMPORTS AND EXPORTS Site.

INTELLECTUAL PROPERTY RIGHTS

AMBAL IMPORTS AND EXPORTS and other names, graphics, logos, and icons identifying AMBAL IMPORTS AND EXPORTS or its products or services are the proprietary marks of AMBAL IMPORTS AND EXPORTS. These IPR’s may not be used in connection with any product or service that is not offered by AMBAL IMPORTS AND EXPORTS, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits AMBAL IMPORTS AND EXPORTS. All other trademarks not owned by AMBAL IMPORTS AND EXPORTS that appear on this site are the property of their respective owners.

ENTIRE AGREEMENT

These Terms and Conditions, together with privacy policy, and other rules and policies posted on the site, which are hereby incorporated as set forth fully in these Terms and Conditions, constitute the entire agreement between you and AMBAL IMPORTS AND EXPORTS with respect to your use of and material available through the site, and they supersede all prior or contemporaneous communications and proposals between you and AMBAL IMPORTS AND EXPORTS with respect to this site. Any rights not expressly granted in these Terms and Conditions are reserved.

SUBMISSIONS

AMBAL IMPORTS AND EXPORTS welcomes your comments about your experiences shopping with us and your suggestions about how to improve this site. Any comments, ideas, suggestions, initiation, or any other content you contribute to AMBAL IMPORTS AND EXPORTS or this site (including the name you submit with any content) will be deemed to include a royalty-free, perpetual, irrevocable, nonexclusive right and license for AMBAL IMPORTS AND EXPORTS to adopt, publish, reproduce, disseminate, transmit, distribute, copy, use, create derivative works , display worldwide, or act on such content, without additional approval or consideration, in any , media, or technology now known or later developed for the full term of any rights that may exist in such content, and you waive any claim to the contrary. You represent and warrant that you own or otherwise control all of the rights to the content that you contribute to this site and that use of your content by AMBAL IMPORTS AND EXPORTS will not infringe upon or violate the rights of any third party.

SHIPMENT OF PRODUCTS

We take no responsibility for goods signed by an alternative person other than the person ordering the product at the address indicated at the time of the order. Since the transactions are authorised by the card holder, we do not take responsibility for incorrect addresses provided at the time of placing the order The delivery will NOT be redirected / redelivered to any other address in any circumstance. The selected product will be delivered only in the city it is mentioned as “available” on this Site. AMBAL IMPORTS AND EXPORTS shall not be held responsible for damage of products after delivery. AMBAL IMPORTS AND EXPORTS will contact the customer on the first time & confirm the date, time & address of delivery. If the delivery fails due to following reasons, AMBAL IMPORTS AND EXPORTS will contact the customer 2nd time to deliver goods & levy delivery charges for the second attempt. In case the customer refuses to pay the second time delivery charges, AMBAL IMPORTS AND EXPORTS will refund the entire order money to the Customer.

AMBAL IMPORTS AND EXPORTS WILL CONSIDER THE ORDER DELIVERY “FAILED” IN THE FOLLOWING CASES

\* Delivery not done due to wrong address.
\* Recipient not available.
\* Premises locked.
In case of floods/ Heavy Rains/ National Bandh we reserve the right to reschedule the delivery for another date. In case the product is not delivered due to any of the above reasons, we will inform you about the same. All claims for shortages or damages must be reported to customer service on the day of delivery through the contact us page on the web store. Also the said shortage of goods needs be highlighted and signed on the delivery challan copy and returned to the delivery person.

DELIVERY CHARGES

Shipping and handling rates may vary based on product, packaging, size, volume, type and other considerations. The shipping and handling charges are given at the time of check out and consumers will know about this before making payments

RETURN & EXCHANGE POLICY

You may return a product brought from us in case of damage or defect within 7 days of receipt of material. The return and exchange shall be in the form credit note only and there would be no refund of cash. The date of purchase is printed on the receipt. However, after the period of 7 days from the receipt of material date, we cannot offer you a return & exchange.

IMPORTANT INFORMATION

\* Products can be returned or exchanged only if the original receipt is presented.
\* The refund or exchange shall be subject to inspection and in case it is not approved, then no refund & exchange shall be initiated.
\* The Product must be unused and in the same condition that you received it. It must also be in the original packaging.
\* The credit note cannot be exchanged or extended beyond the validity mentioned on it.
\* We may change our Return & Exchange policy from time to time.

# Shipping policy

## **Domestic Shipping:**

It typically takes 2-3 business days to ship your order and 7-10 business days for your order to arrive. Once your order is confirmed, you will be provided with a link to track your order status and package in real time. For domestic customers, we offer free shipping for all orders above INR 500.

## **International Shipping:**

 Good news for our international patrons, we now ship internationally. If you are an international customer, you can write to us on our customer care email – info@virginoil.in and we will take in your orders based on your product preferences and shipping location.