

# SHIPPING & RETURNS POLICY

## SuperGrub (Dietecture Foods & Beverages LLP)

**Effective Date:** 17-03-2025

**Last Updated:** 27-07-2025

### 1. OVERVIEW

SuperGrub (operated by Dietecture Foods & Beverages LLP) is committed to delivering high-quality packaged FMCG food products across India. This Shipping & Returns Policy outlines our delivery procedures, timelines, and return conditions for all customers, regardless of age.

**IMPORTANT CHANGE:** This policy applies to all customers without age restrictions. SuperGrub products are available for purchase by customers of all ages, as food products are considered "necessaries" under Section 68 of the Indian Contract Act, 1872.

### 2. SHIPPING POLICY

#### 2.1 Delivery Coverage

- **Service Area:** PAN India delivery available
- **Delivery Model:** Mixed delivery approach including:
  - Self-delivery through our logistics network
  - Third-party logistics partners (professional courier services)
  - Retail pickup points and partner stores
- **Serviceability:** Delivery availability depends on PIN code serviceability
- **Remote Areas:** Additional charges may apply for remote or difficult-to-reach locations

#### 2.2 Processing Time

- **Order Processing:** 1-2 business days for order verification and packaging
- **FSSAI Compliance Check:** All orders processed ensuring Central FSSAI License compliance (application in process)

- **Quality Control:** Each order undergoes quality inspection before dispatch
- **Peak Season:** Processing time may extend during festive seasons or high-demand periods

## 2.3 Delivery Timeline

- **Standard Delivery:** 7-10 working days from order confirmation
- **Express Delivery:** Available in select cities (additional charges apply)
- **Bulk Orders:** May require additional processing and delivery time
- **Weather Conditions:** Delivery may be delayed due to adverse weather or natural disasters

## 2.4 Delivery Process

- **Address Verification:** Accurate and complete delivery address required
- **Contact Information:** Valid phone number mandatory for delivery coordination
- **Delivery Attempt:** Up to 3 delivery attempts will be made
- **Recipient Availability:** Customer or authorized person must be available to receive order
- **Age Verification:** For customers under 18, delivery person may request parent/guardian contact for verification in case of large orders or payment issues

## 2.5 Delivery Charges

- **Free Delivery:** On orders above minimum order value (as specified during checkout)
- **Standard Charges:** Applicable for orders below minimum value
- **Express Delivery:** Premium charges for faster delivery
- **Remote Area Surcharge:** Additional fees for delivery to remote locations
- **COD Charges:** Cash on Delivery may attract additional handling fees

## 2.6 Order Tracking

- **Tracking Information:** Provided via SMS/Email after dispatch
- **Real-time Updates:** Available through SuperGrub platform or partner tracking systems
- **Delivery Notifications:** SMS/Email alerts for out-for-delivery and delivered status
- **Customer Support:** Available for tracking assistance during business hours (11 AM - 6 PM)

### 3. PACKAGING AND SAFETY

#### 3.1 Food Safety Compliance

- **FSSAI Standards:** All packaging meets Food Safety and Standards Authority requirements
- **Hygiene Protocols:** Strict hygiene maintained during packaging and handling
- **Temperature Control:** Cold chain maintained for products requiring refrigeration
- **Tamper-Proof Packaging:** All products sealed with tamper-evident packaging

#### 3.2 Packaging Materials

- **Food-Grade Materials:** Only food-safe packaging materials used
- **Damage Protection:** Adequate cushioning and protection for transit
- **Environmental Consideration:** Eco-friendly packaging materials preferred
- **Labeling Compliance:** All mandatory labeling as per FSSAI regulations

#### 3.3 Shelf Life Management

- **Fresh Products:** Minimum 60% shelf life remaining at time of delivery
- **Expiry Date Monitoring:** Regular monitoring of product expiry dates
- **FIFO System:** First In, First Out inventory management
- **Quality Assurance:** Pre-delivery quality checks for all products

### 4. FAILED DELIVERY POLICY

#### 4.1 Delivery Failure Reasons

- Customer unavailable at delivery address
- Incorrect or incomplete address provided
- Refusal to accept delivery
- Security restrictions at delivery location
- Contact number not reachable

#### 4.2 Re-delivery Process

- **First Attempt:** Automatic re-delivery attempt next working day
- **Second Attempt:** Customer contacted for convenient delivery time
- **Third Attempt:** Final delivery attempt with customer confirmation
- **Failed Delivery:** Order returned to warehouse after 3 failed attempts

### 4.3 Customer Responsibilities

- Provide accurate and complete delivery address
- Ensure availability during delivery time slots
- Maintain reachable contact number
- Arrange authorized person if unavailable personally
- For minors: Ensure parent/guardian availability if required

## 5. RETURNS POLICY

### 5.1 NO RETURNS POLICY

**SuperGrub operates a strict NO RETURNS policy for all food products.** This policy is implemented for the following reasons:

- **Food Safety Compliance:** As per FSSAI regulations and food safety standards
- **Hygiene Concerns:** Once products leave our controlled environment, contamination risks increase
- **Shelf Life Management:** Returned products may compromise freshness and quality
- **Consumer Safety:** Protecting customers from potential health risks
- **Regulatory Compliance:** Adherence to Food Safety and Standards Act, 2006

### 5.2 Limited Exceptions

Refunds may be considered ONLY in the following exceptional circumstances at SuperGrub's sole discretion:

#### 5.2.1 Manufacturing Defects

- **Packaging Defects:** Damaged, broken, or compromised packaging
- **Product Defects:** Manufacturing errors affecting product quality

- **Contamination:** Foreign objects or contamination in sealed products
- **Quality Issues:** Products not meeting SuperGrub quality standards

### 5.2.2 Transit Damage

- **Physical Damage:** Products damaged during shipping and handling
- **Temperature Abuse:** Products affected due to temperature variations during transit
- **Spillage/Leakage:** Liquid products spilled due to packaging failure
- **Crushing/Breaking:** Physical damage to fragile items during transport

### 5.2.3 Order Discrepancies

- **Wrong Products:** Products different from what was ordered
- **Quantity Mismatch:** Incorrect quantity delivered
- **Missing Items:** Items missing from the delivered order
- **Variant Error:** Wrong flavor, size, or variant delivered

### 5.2.4 Expiry Issues

- **Expired Products:** Products delivered past expiry date
- **Short Shelf Life:** Products with less than 30% remaining shelf life at delivery
- **Date Tampering:** Evidence of expiry date alteration
- **Storage Issues:** Products showing signs of improper storage

## 5.3 Refund Request Process

### 5.3.1 Reporting Timeline

- **Immediate Reporting:** Issues must be reported within 24 hours of delivery
- **Photographic Evidence:** Clear photos of defective/damaged products required
- **Original Packaging:** Products must be in original, unopened packaging
- **Order Details:** Order number and delivery details must be provided

### 5.3.2 Verification Process

- **Customer Support Review:** Initial assessment by customer support team
- **Quality Team Evaluation:** Technical evaluation by quality assurance team
- **Third-Party Verification:** Independent verification if required
- **Final Decision:** Refund approval/rejection communicated within 48-72 hours

### 5.3.3 Refund Processing

- **Approved Refunds:** Processed within 7-14 working days
- **Refund Method:** To original payment method used
- **Partial Refunds:** For partial order issues or quantity adjustments
- **Processing Updates:** Regular updates provided during refund processing

### 5.4 Age-Specific Considerations

- **Minor Customers:** For customers under 18, parents/guardians may be contacted for refund verification
- **Payment Recovery:** As per Section 68 of Indian Contract Act, payment may be recovered from minor's property
- **Parental Consent:** Large refunds may require parental acknowledgment
- **Legal Compliance:** All refund processes comply with minor protection laws

## 6. CANCELLATION POLICY

### 6.1 Pre-Dispatch Cancellation

- **Order Cancellation:** Orders can be cancelled before dispatch
- **Cancellation Window:** Usually available for 2-4 hours after order placement
- **Processing Status:** Cannot cancel orders already in processing/packaging stage
- **Refund Timeline:** 3-7 working days for cancelled orders

### 6.2 Post-Dispatch Cancellation

- **No Cancellation:** Orders cannot be cancelled after dispatch
- **Delivery Refusal:** Refusing delivery will not constitute cancellation

- **Return Charges:** Customer responsible for return shipping charges if applicable
- **Restocking Fee:** May apply for refused deliveries

### 6.3 Bulk Order Cancellation

- **Advance Notice:** Minimum 24-48 hours notice required
- **Partial Cancellation:** Available for multi-item orders
- **Processing Assessment:** Cancellation depends on processing stage
- **Custom Orders:** Special/custom orders may not be cancellable

## 7. CUSTOMER SUPPORT

### 7.1 Support Availability

- **Business Hours:** 11:00 AM to 6:00 PM (Monday to Saturday)
- **Response Time:** Email queries responded within 24 hours
- **Phone Support:** Immediate assistance for urgent delivery issues
- **Multi-Channel:** Support via phone, email, chat, and social media

### 7.2 Support Services

- **Order Tracking:** Real-time order status updates
- **Delivery Coordination:** Scheduling and rescheduling deliveries
- **Issue Resolution:** Complaint handling and problem-solving
- **Product Information:** Details about products and ingredients

### 7.3 Escalation Process

- **Level 1:** Customer support representative
- **Level 2:** Senior support manager
- **Level 3:** Operations head
- **Final Level:** Management team for complex issues

## 8. SPECIAL CIRCUMSTANCES

## 8.1 COVID-19 Protocols

- **Contactless Delivery:** Available upon request
- **Safety Measures:** Delivery personnel follow health protocols
- **Sanitization:** Packaging sanitized before dispatch
- **Health Screening:** Regular health checks for delivery staff

## 8.2 Festival and Peak Seasons

- **Extended Timeline:** Delivery may take longer during peak periods
- **Advance Planning:** Customers advised to order early
- **Inventory Management:** Popular items may face stock shortages
- **Support Availability:** Extended support hours during peak times

## 8.3 Natural Disasters/Force Majeure

- **Service Disruption:** Delivery may be suspended in affected areas
- **Alternative Arrangements:** Delivery to nearest available location
- **Compensation:** No compensation for force majeure delays
- **Communication:** Regular updates provided to affected customers

## 9. LEGAL COMPLIANCE

### 9.1 Regulatory Adherence

- **Consumer Protection Act, 2019:** Full compliance with consumer rights
- **Food Safety Standards:** Adherence to FSSAI regulations
- **Contract Law:** Compliance with Indian Contract Act, 1872
- **Minor Protection:** Age-appropriate handling as per Indian law

### 9.2 Dispute Resolution

- **Amicable Settlement:** Primary preference for mutual resolution
- **Consumer Forums:** Customer rights under consumer protection laws



- **Legal Jurisdiction:** Disputes subject to [City, State] jurisdiction
- **Arbitration:** Alternative dispute resolution available

## 10. POLICY UPDATES

### 10.1 Modification Rights

- **Policy Changes:** SuperGrub reserves right to modify this policy
- **Notice Period:** 30 days advance notice for material changes
- **Effective Date:** Changes effective from date specified
- **Continued Use:** Constitutes acceptance of modified policy

### 10.2 Communication

- **Update Notifications:** Policy changes communicated via email/SMS
- **Website Updates:** Latest policy always available on SuperGrub platform
- **Customer Information:** Customers encouraged to review policy regularly

## 11. CONTACT INFORMATION

### Dietecture Foods & Beverages LLP

1702, 2ND FLOOR, KUCHA JATMAL,  
CHANDNI CHOWK, DARIBA, KALAN,  
Chandni Chowk North Delhi  
Delhi India 110006

### Customer Support:

Email: [hello@supergrub.in](mailto:hello@supergrub.in)

Phone: 08062182340

WhatsApp: 08062182340

Website: [\[www.supergrub.com\]](http://www.supergrub.com)

### Business Hours:

Monday to Saturday: 11:00 AM - 6:00 PM

Sunday: Closed

**Grievance Officer:**

Name: [Grievance Officer Name]

Email: [hello@supergrub.in](mailto:hello@supergrub.in)

Phone: 08062182340

**ACKNOWLEDGMENT:** By placing an order with SuperGrub, you acknowledge that you have read, understood, and agree to this Shipping & Returns Policy. This policy applies to all customers regardless of age and is effective from the date specified above.

**IMPORTANT NOTE:** SuperGrub products are available for purchase by customers of all ages as food products are considered "necessaries" under Indian law. However, parental involvement may be required for verification purposes in certain circumstances for customers under 18 years of age.

**Last Updated:** 27-07-2025