

TERMS & CONDITIONS

WEDA.in | Effective Date: 07 October 2026

1. ABOUT WEDA

WEDA ("WEDA", "we", "us", or "our") provides an online platform for discovering and purchasing traditional food, traditional produce, village products and other products offered through WEDA and its associated producers, sellers or partners. WEDA aims to support traditional products, local producers, women-led activities and sustainable livelihood opportunities.

2. ELIGIBILITY

By using this Website or placing an order, you confirm that you are legally capable of entering into a binding agreement, the information provided by you is accurate and complete, you will use the Website only for lawful purposes, and you will not misuse, disrupt or attempt to gain unauthorised access to the Website or its systems.

3. PRODUCTS AND PRODUCT INFORMATION

We make reasonable efforts to ensure that product descriptions, images, quantities, prices and other information displayed on the Website are accurate. Actual product colour, appearance, packaging or presentation may vary slightly from images displayed. Products may naturally vary in taste, texture, colour, size or appearance, particularly traditional, handmade, agricultural and food products. Product availability may change from time to time. WEDA reserves the right to correct errors or update product information when necessary.

4. PRICES

All prices displayed on the Website are in **Indian Rupees (₹)** unless otherwise stated. The applicable price at the time an order is placed will generally be the price charged. Prices may be changed or updated without prior notice. Any applicable delivery charges, taxes or other charges will be communicated during ordering or checkout, wherever applicable.

5. ORDERS

When you place an order, you are making a request to purchase the selected products. An order is considered accepted only after confirmation by WEDA. We reserve the right to accept or decline an order, cancel due to product unavailability or obvious errors, limit quantities, or cancel where fraudulent, suspicious or unauthorised activity is suspected. If an order is cancelled after payment, the applicable amount will be refunded in accordance with our Refund Policy.

6. PAYMENT

Payments may be processed through authorised third-party payment service providers. You agree to provide accurate payment and billing information. WEDA does not normally store complete debit card, credit card, UPI or banking credentials on its own systems. Payment transactions may be subject to the terms and privacy policies of the applicable payment service provider.

International Payments: WEDA may accept payments made using eligible international payment methods for selected purchases. However, acceptance of an international payment does not mean that WEDA provides international delivery or shipping. Customers may make payment from outside India, but the delivery address for the order must be located **within Tamil Nadu, India**. WEDA currently does not provide international shipping.

7. DELIVERY

WEDA currently delivers products **only within Tamil Nadu, India**. Customers making payment from outside India must provide a valid delivery address within Tamil Nadu, India. We will make reasonable efforts to deliver products to the address provided during checkout. Delivery timelines may vary depending on product availability, processing time, delivery location, courier/logistics partner, weather and other circumstances beyond reasonable control.

Customers are responsible for providing a correct and complete delivery address and reachable contact details.

8. INTERNATIONAL PAYMENT AND DELIVERY RESTRICTIONS

International payment availability should not be interpreted as international product delivery availability. An order may be cancelled if the delivery address is outside Tamil Nadu, India; the address is incomplete or cannot be verified; the selected product is unavailable for that location; the payment cannot be successfully verified or processed; or the transaction is identified as suspicious, fraudulent or unauthorised. Where an eligible order is cancelled after payment, any applicable refund will be processed in accordance with the Refund Policy and applicable payment service provider procedures.

9. TRADITIONAL AND FOOD PRODUCTS

Some products may be traditional, handmade, freshly prepared, agricultural or food products. Such products may naturally vary in taste, texture, colour, shape, size, aroma and appearance. Such natural variations shall not automatically be considered product defects. Customers are responsible for reviewing product information, ingredients and applicable instructions before consumption. Customers should inform WEDA of any relevant food allergies or dietary requirements before ordering where applicable.

10. FRESHLY PREPARED / PERISHABLE PRODUCTS

Certain food products may be freshly prepared or have a limited shelf life. Orders may be subject to advance booking or cut-off dates; delivery may be restricted to selected locations; cancellation may not be possible after preparation or dispatch; and customers should follow storage and consumption instructions provided with the product. Specific terms will be communicated on the relevant product page or at ordering.

11. CANCELLATION

Order cancellation will be subject to the terms applicable to the particular product. Where an order has already been prepared, packed or dispatched, cancellation may not be possible. If cancellation is permitted, any applicable refund will be processed according to the Refund Policy.

12. RETURNS AND EXCHANGE

Returns and exchanges are governed by the Returns & Exchange Policy published on the Website. Due to the nature of certain food, freshly prepared, perishable, hygiene-sensitive or consumable products, returns or exchanges may not be available unless the product is damaged, defective, incorrect or otherwise covered under the applicable policy. Customers should inspect delivered products promptly and report eligible issues within the period specified in that policy.

13. REFUNDS

Refunds are governed by the Refund Policy published on the Website. Where a refund is approved, it will generally be processed through the original payment method or another method permitted by WEDA and the applicable payment service provider. Processing time may vary depending on the payment method and financial institution.

14. USER ACCOUNT

If the Website permits you to create an account, you are responsible for maintaining the confidentiality of your login credentials and for activities conducted through your account. Notify WEDA promptly if you believe your account has been accessed without authorisation. WEDA may suspend or terminate accounts where misuse, fraudulent activity or violation of these Terms is identified.

15. INTELLECTUAL PROPERTY

All content appearing on the Website, including the WEDA name and logo, text, graphics, images, product descriptions, website design, branding, layout, videos and other original materials, may be owned by or licensed to WEDA and may be protected under applicable intellectual property laws. You may not copy, reproduce, modify, distribute, publish, sell or commercially exploit Website content without prior written permission.

16. PROHIBITED USE

You agree not to use the Website for unlawful purposes; attempt unauthorised access; introduce viruses, malware or harmful code; interfere with Website operation or security; use automated systems to collect content without permission; misrepresent your identity; or use the Website to commit fraud or other unlawful activity.

17. THIRD-PARTY SERVICES AND LINKS

The Website may contain links to or integrate with third-party services such as payment gateways, delivery partners, social media platforms or other external services. WEDA is not responsible for the content, availability, security or policies of third-party websites or services. Your use of such services may be subject to their respective terms and policies.

18. LIMITATION OF LIABILITY

To the extent permitted by applicable law, WEDA shall not be liable for indirect, incidental, special or consequential losses arising from use of the Website or purchase of products. WEDA shall not be responsible for delays, interruptions or failures caused by circumstances beyond reasonable control, including natural disasters, extreme weather, transportation disruptions, technical failures, strikes, governmental restrictions or other force majeure events. Nothing in these Terms is intended to exclude or limit liability that cannot legally be excluded or limited.

19. DISCLAIMER

While we make reasonable efforts to maintain accurate information, WEDA does not guarantee that the Website will always be uninterrupted, error-free or completely free from technical issues. Product information should be read together with specific information provided on the relevant product page, packaging or accompanying instructions.

20. PRIVACY

Your use of the Website is also subject to our Privacy Policy, which explains how we collect, use and protect personal information. By using the Website, you acknowledge that you have read and understood the Privacy Policy.

21. CHANGES TO THESE TERMS

WEDA may update these Terms & Conditions from time to time to reflect changes in the Website, products, services, business practices or applicable laws. Updated Terms will be published on this page with a revised Effective Date. Continued use of the Website after such changes constitutes acceptance of the updated Terms.

22. GOVERNING LAW

These Terms & Conditions shall be governed by and interpreted in accordance with the laws applicable in **India**. Any dispute arising in connection with these Terms or your use of the Website shall be subject to the jurisdiction of the competent courts having jurisdiction over WEDA's applicable place of business, subject to applicable law.

23. CONTACT US

For questions, complaints, order-related matters or clarification regarding these Terms & Conditions, please contact us:

WEDA

Email: wedaindia@gmail.com

Phone: +91 98408 66238

Website: www.weda.in

WEDA

Self Help. | Not Charity.