

Terms & Conditions

Last Updated: 3/08/2025

Welcome to **NeelPori Incense Sticks** ("we", "us", "our"). These Terms & Conditions ("Terms") govern your use of our website and purchase of our products. By placing an order with us, you agree to these Terms.

1. Eligibility

By using our website, you confirm that:

- You are at least 18 years old or using it under the supervision of a guardian.
 - You agree to provide accurate and current information during the order process.
-

2. Products & Pricing

- All prices are listed in INR and include applicable taxes unless otherwise stated.
 - We reserve the right to change product prices or discontinue items without prior notice.
 - Product descriptions and images are for reference only and may slightly vary.
-

3. Order Process

- You may place orders through our website using the Cash on Delivery (COD) method only.
- Once your order is placed, we will contact you via phone or WhatsApp for confirmation.
- Orders are processed only after confirmation.

4. Cash on Delivery (COD)

- Payment is made in cash at the time of delivery.
- Please ensure someone is available at your delivery address to receive and pay for the product.
- Refusal to accept the order without valid reason may result in restrictions on future orders.

5. Shipping & Delivery

- Orders are typically dispatched within [1–2 working days] after confirmation.
- Delivery time may vary depending on your location (generally 3–7 working days).
- We use reliable third-party courier services and are not responsible for delays due to unforeseen events.

6. Returns & Replacements

- Returns are accepted only in cases of damaged or wrongly delivered items.
- You must notify us within 24 hours of receiving the order, along with clear images or videos.
- We may arrange a replacement or refund based on the situation.
- No returns or refunds are accepted for used products.

7. Cancellations

- You may cancel your order before dispatch by contacting us via phone or email.

- We reserve the right to cancel any order if we suspect misuse or fraudulent activity.

8. Limitation of Liability

We are not liable for:

- Any indirect, incidental, or consequential damages
- Losses caused by delays or non-performance due to factors beyond our control (e.g., courier delay, weather, strikes)

9. Intellectual Property

All website content (text, images, logos, product names) is the property of NeelPori Enterprise and protected by copyright laws. Reproduction without permission is strictly prohibited.

10. Privacy

Your personal data is collected and used as per our Privacy Policy. We do not sell your data to third parties.

11. Changes to Terms

We may update these Terms from time to time. Continued use of the website after such changes constitutes your acceptance of the new Terms.

12. Governing Law

These Terms are governed by the laws of India, and any disputes will be subject to the jurisdiction of courts in Asansol, West Bengal.

NEELPORI

NEEL
PORT

NEELPORI