

Terms & Conditions

TERMS OF USE These terms and conditions (“Terms of Use” or “Terms of Service” or “Terms”) are a computer generated electronic record published under Rule 3 of the information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (as amended from time to time) read with Information Technology Act, 2000 (as amended from time to time) and does not require any physical or digital signatures.

These Terms are legally binding and govern your use of the Myssticbyarzoo website accessible at www.myssticbyarzoo.com created, owned and operated by Miss Arzoo Upadhyay, sole proprietor of Myssticbyarzoo, having its principal place of business at #1328, 48th Cross, P.P Layout, Uttarahalli, Please read these Terms carefully before accessing or using the Platform and/or purchasing our products and/or services. By accessing or using the Platform and/or our products and/or services, you agree to be bound by these Terms and our Privacy Policy. If you do not agree to be bound by these Terms and the Privacy Policy, you shall not access and use the Platform as well as the products and services in any manner whatsoever.

These Terms are in addition to and not in derogation of any other terms stipulated by Myssticbyarzoo from time to time. In case of any conflict between these Terms and other terms, these Terms shall prevail. Throughout these Terms, “we”, “us” and “our” shall refer to Myssticbyarzoo and “you” and “your” shall refer to you, i.e., the User of the Platform. Both Myssticbyarzoo and the User are collectively referred to as “Parties” and individually referred to as “Party” hereof. Notwithstanding anything contained elsewhere, Mystic By Arzoo Reserves the right to modify, alter, amend, revise these Terms, update the platform, its products and/or services at any time, without prior notice, to improve your experience on the platform and on account of changes in Applicable Law. It is strongly recommended that you visit the Platform periodically to review the latest and updated version of the Terms. If you do not agree with any changes made by us, you may stop using the Platform and purchasing our products and/or services. Your Continued access or use of the Platform and/or purchase of our products and/or services after such modifications/updates shall constitute your acceptance of the modifications/updates.

ACCEPTANCE

By accessing, signing-up, registering and/or accepting or using the Platform or ordering/purchasing the products/services in any manner whatsoever, you acknowledge that you have read these Terms and agree to be bound by them. You also acknowledge that you have read our Privacy Policy and agree to be bound by it. By accessing or using the Platform or Services, you represent that you have provided us with valid credentials which may be used to verify your identity. We reserve the right to restrict, suspend, or terminate your access to the Platform or products/services, at any time without prior notice, if we believe that you are in breach of these Terms. For the security of your account and to enhance your overall experience on the Platform, we may use certain technologies to monitor your activities on the Platform. Myssticbyarzoo may contact you for information and sales enquiries through e-mail, telephone and/or SMS. You agree to receive promotional materials and/or special offers from MYSSTICBYARZOO. These promotional materials and/or special offers will be consent based and you will have the option to unsubscribe.

USER REPRESENTATIONS

By accessing or using the Platform, you represent and warrant that:

- (a) you are 18 years or above and competent to enter into legally binding contracts as per Applicable Law;
- (b) the personal information submitted by you at the time of registration and placing an order for a product/service is true, accurate, updated and complete;
- (c) you will maintain the accuracy of such information and promptly update it, as required;
- (d) you are using a securing computer resource and internet connection which is free from viruses and malware;
- (e) you will not use the Platform for any illegal or unauthorized purpose;
- (f) your use of the Platform shall not violate any Applicable Law.

LEGAL DISCLAIMER

Each of our products/services are offered with the intention of bringing positive energy in your life. While we believe that our products and services can improve overall well-being, we are not engaged in any medical practice and do not claim to treat any illnesses of body and mind. Users will be solely responsible for their use of our products and/or services in healing and everyday practices. The crystal stones are selected by the experience of healers and this should not be treated as medical advice or as an alternative to medicines. Myssticbyarzoo does not guarantee any product or service's ability to cure any illness and we do not advocate the use of any product and/or service as a substitute for standard medical practice.

EXACTNESS NOT GUARANTEED

Myssticbyarzoo hereby disclaims any guarantees of exactness as to the finish and appearance of the final product ordered by the User. The quality of any products, services, information, or other material purchased or obtained by you through the Platform may not be identical to as depicted on the Platform. We have made every effort to display as accurately as possible the colors and images of our products that appear on the Platform. We cannot guarantee that your computer monitor's display of any color will be accurate.

ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if any material or information made available on the Platform is not accurate, complete or updated. The material or information is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material or information on this Platform is at your own risk. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site. We reserve the right, but are not obligated, to limit the sales of our products or services to any User, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at any time without notice, at our sole discretion. We reserve the right to discontinue any product or service at any time.

DISCLAIMER OF WARRANTIES

We do not guarantee, represent or warrant that your use of our Platform will be uninterrupted, timely, secure or error-free. We do not warrant that the results that may be obtained from the use of the product/service will be accurate or reliable. You agree that from time to time we may remove any product/service for indefinite periods of time or cancel any service at any time, without prior notice to you.

Privacy policy

SECTION 1 - WHAT DO WE DO WITH YOUR INFORMATION?

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer's internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

Email marketing (if applicable): With your permission, we may send you emails about our store, new products and other updates.

SECTION 2 - CONSENT

How do you get our consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent or provide you with an opportunity to say no.

How do I withdraw consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by contacting us at Myssticbyarzoo@gmail.com

SECTION 3 - DISCLOSURE

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

SECTION 5 - THIRD-PARTY SERVICES

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located in a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Once you leave our store's website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

Links

When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

SECTION 6 - SECURITY

To protect your personal information, we take precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

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SECTION 8 - AGE OF CONSENT

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

Myssticbyarzoo does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.

SECTION 9 - CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our store is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

SECTION 10: ONLINE PRIVACY POLICY ONLY

This Privacy Policy applies only to our online activities and is valid for visitors to our website with regards to the information that they shared and/or collected in Myssticbyarzoo. This policy is not applicable to any information collected offline or via channels other than this website.

Refund policy

At Myssticbyarzoo we do our absolute best to ensure that our product descriptions are as in-depth as possible so that you will not encounter any unexpected surprises when you receive our products.

We have adopted all the necessary steps to ensure that you receive your products on time, one of which is by partnering with a large network of couriers to deliver your products at the fastest time possible.

Your product will be delivered to you within 5-7 working days on normal state of affairs. However, due to Covid-19, the interstate delivery may take upto 8 days.

We provide free shipping for our products across India, on orders above INR 500. For COD orders, INR 70 will be charged.

If you are canceling your order, haven't got it delivered or the order is lost, you would be eligible for the refund of the order amount. *conditions apply

Returns

We accept returns only for the following reasons:

The products were damaged when you got it delivered (We would like to receive photos of the same- This will help us to correct the flaws in our shipping and shipping partner to improve our packing)

You received a wrong item

We do not entertain returns for products that you have ordered by mistake. We always recommend that you make sure that the product, quantities and all other attributes are in accordance with your needs.

Damaged, missing, or incorrect items reported after 3 working days from the delivery date will NOT be eligible for a refund or replacement.

If you wish to return the product within 3 days from the date of delivery due to a damaged product or wrong product delivery, the returning items

Should be in an unused condition

Should be returned in the original packaging

Should be sent through a trusted and reliable courier with tracking

Restocking Fee of Rs.200 will be charged

If the products you have received are damaged due to shipping or delivered the wrong order, we offer a free replacement for the products that you had originally ordered.

Only regular priced items may be refunded, unfortunately, items on sale, special discounts and offers are not eligible for return or refund.

To return a Product, Please mail us to sMyssticbyarzoo@gmail.com and will get back to you with the procedure in 24 hrs.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If approved, then your refund will be processed, and a credit will automatically be applied to your bank account or original method of payment, within 7 working days.

Cancellations:

Will I get a refund if I cancel my order?

Yes, You will get a full refund if you cancel your order. However, If the product is shipped already, you will not be eligible to cancel your order.

Since we process orders normally within 6 to 8 hours. If you wish to cancel your order , you need to notify us within 6 to 8 hours of your ordering. You may do so to avoid any further issues. Orders received within 12 pm will be shipped on the same day, if you want to cancel the orders made before 12pm (morning session) then reach us before 3pm same day to cancel orders.

We do not entertain cancellations for the reason -ordered by mistake or changed your mind. Also cancellations will not be allowed on discounted products and if you have used any discount coupons or bought the item in any ongoing store sale.

Shipping Policy

We at Myssticbyarzoo take at most care while we ship our products. Here you can find the necessary details on shipping your orders.

Covid care

All our packages are packed in 100% waterproof pouches which allows the buyers to take the necessary care before opening or touching the package.

Order processing time

We process all orders within 24hours and our daily shipment processing cut off time is 12pm.

All orders received after 12pm will be processed the next day. Orders received on Saturday 12pm will be processed only on Monday.

Shipping charges

We are offering free shipping across India on all ordersabove the value of INR 500. For order below the value of INR 500, INR 50 will be applicable as shipping charges.

How long will the product take to reach you?

We are working better to give your bag of joy at the earliest. However, In the current situation, it is taking around 5 to 7 working days to get delivered to our customers.

What should I do if my product is not delivered even after 5 to 7 working days?

If you have not received your order even after 7 working days, kindly write to us immediately at Myssticbyarzoo@gmail.com so that we can escalate the issue with our shipping team and expedite the delivery.

Contact Us

Email- Myssticbyarzoo@gmail.com

Ph- 8054549045 (whatsapp only)

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