

Shipping & Delivery Policy

Billion Peoples Technologies | Bazako.com

E 12, Ramganga Vihar Phase 2, Moradabad, Uttar Pradesh – 244001, India

E 12, Ramganga Vihar Phase 2, Moradabad, Uttar Pradesh – 244001, India

Billion Peoples Technologies | Bazako.com | www.bazako.com

E 12, Ramganga Vihar Phase 2, Moradabad, Uttar Pradesh – 244001, India

Effective version: 2026

1. Scope

This policy governs delivery of products purchased through Bazako.com. Bazako.com operates as an online marketplace connecting customers with independent sellers, unless a product/order expressly states that Bazako.com or an identified group entity is the seller.

Delivery commitments shown at checkout are estimates unless expressly stated as guaranteed. Seller location, inventory, courier serviceability, payment confirmation and exceptional events may affect delivery.

2. Pre-purchase disclosures

The platform will, where applicable, display seller identity and relevant seller information, product price/MRP, taxes or tax treatment, delivery charges, estimated delivery time, return/refund/exchange terms, warranty information, payment information and grievance channels.

For imported/regulated products, applicable country-of-origin, importer, statutory marking and other declarations will be collected/displayed where required.

3. Seller dispatch duties

Seller must maintain accurate stock, dispatch within the stated handling period, pack goods appropriately, upload valid shipment information and hand over only the product ordered.

Seller must not mark an order as shipped without actual handover or manipulate tracking information.

4. Delivery attempts and RTO

Courier may make reasonable delivery attempts. Customer should provide a reachable phone number/address and cooperate with lawful delivery verification.

Orders may return to origin where delivery fails, the address is incorrect/incomplete, the customer repeatedly refuses delivery, COD conditions are not met, or the shipment is otherwise undeliverable. Refund treatment will follow the applicable order/return rules and law.

5. Damage, tampering, shortage

Customer should report visible tampering, wrong item, missing item or transit damage promptly through the platform. Evidence such as photographs, unboxing video, packaging images or courier remarks may be requested where reasonably necessary.

Nothing in this policy removes a consumer's statutory remedy for defective, deficient, spurious, unsafe or materially misdescribed goods.

6. Restricted/exception shipments

Bazako.com or its logistics partners may refuse, hold, cancel or return shipments that are prohibited by law, courier rules, safety requirements or applicable category restrictions.

Force majeure includes events outside reasonable control such as natural disasters, war, strikes, government restrictions, major

network failures or extraordinary logistics disruption.

7. Delivery disputes

Customer complaints will be ticketed and handled through the grievance/support process. The platform may coordinate with sellers and logistics partners while preserving the customer's statutory rights.

8. Compliance basis

Consumer Protection Act, 2019 and Consumer Protection (E-Commerce) Rules, 2020, as applicable.

Legal Metrology Act, 2009 and applicable Packaged Commodities Rules.

Food Safety and Standards Act and applicable FSSAI regulations/guidance for food products.

BIS Act and applicable compulsory certification / Quality Control Orders where a product is covered.

Information Technology Act, 2000 and applicable IT Rules, including the 2026 amendments where applicable.

Digital Personal Data Protection Act, 2023 and Digital Personal Data Protection Rules, 2025, according to their phased commencement.

CCPA guidelines/advisories on dark patterns, misleading advertisements/endorsements and environmental claims, where applicable.

9. Contact

Customer support: [INSERT SUPPORT EMAIL] | [INSERT SUPPORT PHONE]

Grievance Officer: [INSERT NAME] | [INSERT DESIGNATION] | [INSERT GRIEVANCE EMAIL] | [INSERT PHONE]

Legal note: This policy is drafted as a practical India e-commerce compliance document. It does not waive non-waivable statutory consumer, product-safety, tax, data-protection or other legal obligations, and it cannot guarantee that the firm, its partners, officers or personnel will never face statutory liability. Replace bracketed contact/operational fields before publication and obtain professional legal/tax review where practicable.