TERMS AND CONDITIONS FOR CUSTOMERS

1. EpiSmart will not be responsible for any delay in the delivering of the order.
2. It is solely the responsibility of the Customer to check if the order has been fulfilled appropriately at the time of pickup or delivery.
3. In the case of a home-delivery, the Customer has to check the products at the time of delivery and point out any damaged/wrong/missing items to the Merchant's delivery person immediately. Any later, and the Merchant is not liable to provide any replacement or refunds.
4. EpiSmart will not be responsible for the quality of the products sold by the Merchants or any refunds/replacements.
5. All the data submitted by you on the platform will be used for the sole purpose of delivering your order and providing technical support in case of any issues at the time of placing the order.
6. EpiSmart does not provide any delivery service and the order will be delivered based on the Merchant's availability of delivery person.
7. Collecting the payment and delivering the order is the Merchant's responsibility and not EpiSmart's.
8. The Customer has to select either the Delivery or Pick-Up option based on their choice.
9. The Merchant will update the status of EACH order on the website, on a REGULAR basis depending on the mode of delivery.
10. For a home delivery, the Merchant will use the following options for status updates concerning the order; PENDING, DISPATCHED, DELIVERED, PARTIALLY DISPATCHED, PARTIALLY DELIVERED, CANCELLED - OUT OF RANGE.
11. In the case of a few items being out of stock, the Merchant will contact the Customer to inform them of the same, and the order will be marked PARTIALLY DISPATCHED in case the order is still incomplete.
12. For a pick-up, the Merchant will use the following options for status updates concerning the order; ACCEPTED, READY FOR PICK-UP, DELIVERED.
13. In case no item in the order product list is available, the order will be CANCELLED.
14. The Merchant will be responsible for checking the quality and expiry dates of all products being displayed on the website.