

TERMS & CONDITIONS (GENERAL)

1. All items showcased in your shop should be genuine
2. Businesses should honour the prices listed in the shop
3. Delivery charges should be specified to customers
4. Delivery of product can be managed privately by the business. Soon the logistics partners will be integrated in Wemy's and business is free to use any of them.
5. Businesses will use good quality ingredients and ensure no harm comes upon end user by consuming or using their products.
6. For payments received external to Wemy's, the business must update the system to reflect the right status
7. For payments received through payment gateway integrated on Wemy's, payment gateway charges are borne by the end User.
8. If payment is received through integrated payment gateway, payout can be scheduled only after the order is successfully delivered.
9. Payout charge of INR15 will be deducted from every payout made to the business account. This charge includes payment gateway settlement charge and Wemy's convenience fee.
10. Return and refund of items already delivered must be fully managed by the business.

Wemy's does not support shops belonging to the following areas:

1. Alcohol
2. Adult content
3. Counterfeit goods or materials
4. Currency
5. Live animals
6. Hazardous material or chemicals forbidden for common use
7. Narcotic Drugs and Psychotropic Substances
8. Over the counter & Prescription medication for humans/animals
9. Stolen products
10. Any other items deemed illegal by the law

TERMS & CONDITIONS (PAYMENT GATEWAY)

1. Some businesses have enabled Payment Gateway (PG) services so User will see option to make payment through PG.
2. PG charges are borne by the User and are less than 2% depending on the payment instrument used. Charges will be displayed while making the payment. This payment fully goes to the PG service provider.

3. PG payment through UPI is free.
4. For any reason is there is an issue from PG side, or the order is cancelled by the Business, the deducted payment will be refunded within 5-7 business days.