



Terms & Conditions

The rules of using Jeffi Stores — accounts, orders, payments, returns, and what we expect from each other.

Last updated: 23 Jun 2026

1. Accepting these terms

By creating an account, placing an order, or otherwise using jeffistores.in (and our subdomains), you accept these terms and our Privacy Policy. If you do not agree, please do not use the platform.

2. Eligibility

- You must be at least 18 years old.
- For business accounts you must be authorised to bind the business and provide a valid GSTIN.
- You must provide accurate name, address, phone, and email — fraudulent details may cause your order to be cancelled and your account suspended.

3. Your account

- You are responsible for keeping your sign-in credentials safe. We use OTP-based sign-in by default to reduce password risk, but if you set a password, do not share it.
- Tell us immediately at support@jeffistores.in if you suspect unauthorised access.
- We may suspend or close accounts that violate these terms, attempt to abuse coupons or RFQ flows, or use the site to harm other users or our infrastructure.

4. Catalog, prices, and stock

- All prices are in Indian Rupees and inclusive of GST unless stated otherwise.
- We try hard to keep stock and prices accurate, but the canonical record is the order confirmation. Where a price is shown that is obviously a system error (e.g. a 99% mismatch from MRP), we may decline the order and refund.
- Product images are illustrative. Industrial parts may vary slightly in finish or branding from photo to photo; the SKU and HSN code are the source of truth.

5. Orders, payments, and invoicing

- An order placed online is an offer to buy. We accept the order when we dispatch it (or, for business credit orders, when we issue the invoice).
- We accept Razorpay (cards/UPI/netbanking), UPI QR, bank transfer, and approved-business credit terms.
- Tax invoices are emailed and available in your account. Provide a valid GSTIN at checkout if you want input tax credit on the invoice.
- For business RFQs: a quoted price is valid for the period stated on the quotation; after that we may revise it based on stock and input cost.

5a. Bank Offers & Cashback

- We display bank-specific offers (cashback, instant discounts, no-cost EMI) on product pages as a convenience to you. These offers are sourced from Razorpay's partner banks and are subject to each bank's terms and conditions.
- Jeffi Stores does not guarantee the availability, accuracy, or continued validity of any bank offer shown. Offer eligibility (minimum purchase, card type, issuing bank) is determined solely by the respective bank.





- Cashback and instant discounts are applied by your bank at the time of transaction settlement — they do not reduce the amount you pay at checkout. Jeffi Stores is not a party to the cashback arrangement between you and your bank.
- No-cost EMI is facilitated by the card-issuing bank. The interest component is subvented by the bank; Jeffi Stores does not subsidise or guarantee this.
- For any dispute or non-credit of a bank offer, contact your card-issuing bank directly using the number on the back of your card.

6. Cancellation, returns, refunds

See the dedicated Cancellation Policy and Return & Refund Policy. In short: cancellable until dispatch; returnable for manufacturing defects or wrong-item shipped within 7 days of delivery; refunds settle to the original payment method within 7 working days of pickup confirmation.

7. Use of the platform

- No scraping, automated probing, or denial-of-service activity.
- No reverse-engineering the API or attempting to access data that is not yours.
- No reselling Jeffi-Stores-only-priced products (business discount catalog) on other marketplaces — abuse will result in account termination.
- Reviews and submissions must be your own work and not contain illegal, defamatory, or infringing content.

8. Intellectual property

Site content, layout, brand marks, and Jeffi-Stores-authored product descriptions belong to Jeffi Stores. Manufacturer brand marks belong to their respective owners. Nothing here grants you a licence to use these marks beyond browsing and ordering.

9. Liability

- We do not guarantee uninterrupted availability — we run at normal SaaS uptime and may schedule maintenance.
- Our liability for any single order is capped at the order value. We are not liable for indirect or consequential losses.
- Manufacturer warranty applies as marked on the product detail page. We facilitate warranty claims but the manufacturer remains the warranty principal.

10. Changes

We update these terms from time to time. When we make material changes (anything that affects your rights, pricing, or how we use your data), we ask you to re-accept the next time you sign in. Continued use after that is acceptance.

11. Governing law

Indian law. Disputes go to the courts in Raipur, Chhattisgarh.

12. Contact

For account, order, or terms-related queries write to support@jeffistores.in. Grievance officer details are in the Grievance Redressal policy.

This document is an authorised copy of the Terms & Conditions as published on jeffistores.in/legal/terms-and-conditions. The official version on the website is the source of truth and may be updated from time to time.

